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ABSTRACT

This curriculum guide contains 10 units on custodial training that have been prepared for use by students who are academically disadvantaged. The packets, suitable for individualized instruction, have been written at an average reading level of seventh grade. Each packet contains an overview, learning objectives, pretest, written exercises, practice exercises, posttests, answers to tests, and a summary. The 10 units cover the following topics: the custodial industry; chemicals in the cleaning industry; restroom sanitation; cleaning an office area; safety and security; wall cleaning; hard and resiliant floor care; rug, carpet, and upholstery cleaning; window cleaning; and cleaning equipment. (KC)

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FINAL REPORT

Project No. 85-AYD(084)NB

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# CUSTODIAL CURRICULUM

Curriculum Development Project
Conducted Under
Public Law 94-482

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April 30, 1986

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# CUSTODIAL CURRICULUM

Curriculum Development Project
Conducted Under
Public Law 94-482

The project reported herein was performed pursuant to a grant from the Research Coordinating Unit of the Washington State Commission for Vocational Education. All materials developed through this contract must comply with non-discrimination and sex equity policies. Contractors undertaking projects under Commission for Vocational Education sponsorship are encouraged to express freely their professional judgment in the conduct of the project. Points of view or opinions state do not, therefore, necessarily represent official Commission position or policy.

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April 30, 1986

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ABSTRACT

The Custodial Curriculum projects consists of ten (10) Individual packets which have been written at an average of 7th grade reading level. The packets contain and overview, learning objectives, pre-test, written exercises, lab practices, and post-tests. The Units are:

(1) The Custodial Industry

(2) Chemicals in the Cleaning Industry

(3) Restroom Sanitation

(4) Cleaning an Office Area

(5) Safety and Security

(6) Wall Cleaning

(7) Hard and Resiliant Floor Care

(8) Rug, Carpet, and Upholstery Cleaning

(9) Window Cleaning

(10) Cleaning Equipment

REPORT

A. Problem Area

Custodial programs are increasing in number, however, no curricula for these programs have been developed which addresses the needs of the academically disadvantaged student.

Most people who enter the custodial field as students or instructors choose this field because it is not one which requires a high level of verbal and written communications skills. Therefore, this program is particularly attractive to the academically disadvantaged student.

When instructors are found to teach in a custodial program, which is many times open entry/open exit, they need a curriculum which can be adapted to both group and individualized instruction and which is easily understood by students and implemented by instructors. Curricula developers such as the Mid America Vocational Curriculum Consortium and other such groups report that a custodial curriculum designed for the academically disadvantaged does not exist. Textbook publishers have also been contacted and they have no written materials available for this population.

At the present time, instructors develop their own materials. There has been no effort to bring materials together into one uniform curriculum.

B. Objective

Ten (10) units of individualized custodial training instruction, written at the 10th grade level, would be developed by December 31, 1985. This completion date was extended to April 30, 1986.

C. Description of the Project

A curriculum development specialist was hired to work with the advisory committee and the custodial instructors to develop the ten curriculum units.

After an initial meeting with the administrator and instructors, the specialist began writing the curriculum. The advisory committee was apprised of the curriculum development project.

As soon as one unit was finished, the specialist sent it back to be reviewed by each of the three instructors. In this way, she was able to make the changes needed to meet industry standards.

At the end of the project, the specialist met with the instructors,

the administrator, and the advisory committee to have a final review of the project. The specialist finished the units and also gave a word processing disc for the project so that corrections can be made.

D. Results

The following curriculum units were developed:

(1) The Custodial Industry
(2) Chemicals in the Cleaning Industry
(3) Restroom Sanitation
(4) Cleaning an Office Area
(5) Safety and Security
(6) Wall Cleaning
(7) Hard and Resiliant Floor Care
(8) Rug, Carpet, and Upholstery Cleaning
(9) Window Cleaning
(10) Cleaning Equipment

E. Evaluation of the project

The advisory committee is very excited about the curriculum. Two of the management members are going to use the units for their training. The instructors are going to be able to augment their lecture/discussion and laboratory experiences with written materials so that they can better judge whether or not the student has learned the material.

F. Conclusions

Copies of the curriculum have already been promised to other custodial programs because they have been as frustrated as we have in securing materials for the program.

G. Project dissemination activities

See F., above

APPENDIX

# UNIT ONE--THE CUSTODIAL INDUSTRY

BY: ELLEN R. SMITH

FOR: RENTON VOCATIONAL TECHNICAL INSTITUTE

1986

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UNIT ONE--THE CUSTODIAL INDUSTRY UNIT

OVERVIEW

Many people think that being a professional cleaner is easy and doesn't require much training. This UNIT will provide you with some of the important duties of professional cleaners. You will learn how to be a true professional in the cleaning industry. You will explore reasons why businesses need professional cleaners and why you want to be a professional cleaner. You will also learn why training is absolutely necessary to become a cleaning professional.

Work on this UNIT at your own pace and ask your teacher if you need help. If you don't understand an idea, ask your teacher to help you. Do not continue in this UNIT if you don't understand the material.

RATIONALE

You are entering an interesting and demanding field. As a Professional Cleaner you must be familiar with the basics of the custodial industry. You will need to know what your bosses expect of you.

You want to do the best job you can so, it's important to act and appear professional. This UNIT will introduce the basic information you need to know about the cleaning business.

OBJECTIVES

1. You will be able to list three reasons why training is necessary for cleaning professionals.

2. You will be able to write five job titles often given to cleaning staff.

3. You will be able to describe three reasons why businesses need professional cleaners.

4. You will be able to list three reasons why you want to be a professional cleaner.

5. You will be able to list at least five businesses that are likely to employ cleaning professionals.

6. You will be able to list two advantages and two disadvantages to owning your own cleaning business.

7. You will be able to choose from a list tasks that cleaning professionals are apt to do.

8. You will be able to list three ways your personal appearance is important to you as a Cleaning Professional.

9. You will be able to match characteristics of good workers with the appropriate meanings.

PRE-TEST FOR UNIT ONE--THE CUSTODIAL INDUSTRY

1. Underline job titles for people in the cleaning profession?

Laborer Maid Mopper Janitor Sweeper

2. List three reasons why people in the cleaning profession need training.

1. _____

2. _____

3. _____

3. List three reasons why businesses would hire professional cleaners.

1 . _____

2. _____

3. _____

4. Write five businesses or companies that are likely to hire professional cleaners.

1._____ 2._____

3._____ 4._____

5._____

5. What are two reasons why it might be hard to start your own cleaning business just after your training.

1._____

2._____

6. Name three ways that you can look professional on the job.

1._____

2._____

3._____

7. Tell the difference between dependability and loyalty on the job.

_____ _____

_____

_____

8. Other than dependability, loyalty, and looking neat, name three habits of professional workers.

1._____ 2._____

3._____

9. Give two reasons why you or others that you know would like to be a Professional Cleaner.

1._____

_____

_____

2._____

_____

_____

10. Circle tasks that you are likely to do on your job as a professional cleaner.

mop and wax a floor

make coffee for your employer

clean ceilings

care for carpets and rugs

wash windows

clean counter tops

install phones

clean equipment

repair electrical outlets

dust furniture

ANSWERS TO PRE-TEST FOR UNIT ONE--THE CUSTODIAL INDUSTRY

1. Underline job titles for people in the cleaning profession?

Laborer  Maid  Mopper  Janitor  Sweeper

2. List three reasons why people in the cleaning profession need training.
   1. proper use of cleaning products and chemicals
   2. equipment maintenance
   3. proper cleaning of floors and surfaces

3. List three reasons why businesses would hire professional cleaners.
   1. Keep business place clean (more customers)
   2. Maintain and clean equipment
   3. Sanitation/health/and safety

4. Write five businesses or companies that are likely to hire professional cleaners.
   1. restaurants  2. office buildings
   3. contractors  4. schools/colleges/grocery stores
   5. hospitals/clinics, banks, manufacturers, industry

5. What are two reasons why it might be hard to start your own cleaning business just after your training.

   1. not enough experience with cleaning

   2. no business management background

6. Name three ways that you can look professional on the job.

   1. clean hair

   2. clean hands and fingernails

   3. clean clothes (clean teeth, not too much jewelry)

7. Tell the difference between dependability and loyalty on the job.

Dependability means that you are a reliable worker (you get to work on time and people can count on you.)

Loyalty means that you don't say bad things about the company and you can be trusted not to steal from the business or company.

8. Other than dependability, loyalty, and looking neat, name three habits of professional workers.

1. cooperation (getting along with others) 2. confidence
3.able to accept criticism from boss and co-workers

9. Give two reasons why you or others that you know would like to be a Professional Cleaner.

1. I like to keep things clean and maintained.

2. I like to have my choice of work shifts.

(I like to have my choice of working at many different places.)

10. Circle tasks that you are likely to do on your job as a professional cleaner.

mop and wax a floor

make coffee for your employer

clean ceilings

care for carpets and rugs

wash windows

clean counter tops

install phones

clean equipment

repair electrical outlets

dust furniture

OBJECTIVE ONE: YOU WILL BE ABLE TO LIST THREE REASONS WHY TRAINING IS NECESSARY FOR CLEANING PROFESSIONALS.

The cleaning staff is a very important part of a company or business. Managers realize how important it is to have their buildings, furniture, and equipment neat and clean. Customers and clients are not impressed by messy and dirty businesses. In fact businesses spend over 20 billion dollars a year on the cleaning of their buildings.

Because cleaning is important to businesses, they need well-trained cleaning people. New chemicals and new cleaning products are being used every day by professional cleaners. It's important that Cleaners use the right product on the right surface. If a product is misused, it could ruin the surface of a floor or counter top.

Another reason training is important for Cleaners is the high cost of equipment. If Cleaners clean equipment in the wrong way it could cost a company a lot of money.

Other reasons why training is important for Cleaners are the high cost of labor and energy conservation. A manager wants to hire good workers who know their jobs. So, a manager is likely to hire well-trained Cleaners that will earn their money.

REVIEW THE REASONS WHY PROFESSIONAL CLEANERS NEED TRAINING. THEN COVER THE TOP PORTION OF THIS PAGE, AND ANSWER THE QUESTION BELOW.

---

Write three reasons why Professional Cleaners need training.

1. _____

2. _____

3. _____

NOW CHECK YOUR OWN ANSWERS BY UNCOVERING THE TOP PART OF THIS PAGE AND LOOKING AT THE UNDERLINED AREAS.

OBJECTIVE TWO: YOU WILL BE ABLE TO WRITE FIVE JOB TITLES OFTEN GIVEN TO CLEANING STAFF.

There are many job titles given to cleaning professionals. Words like sweeper, mopper, duster, and scrubber are not job titles because they only describe one aspect of a Cleaner's job.

Look at the list below. It contains common job titles given to people who work in the cleaning profession. Notice how the titles are broad and would include many cleaning duties.

| | |
|---|---|
| Building Attendant | Orderly |
| Cleaner | Porter |
| Custodian | Sanitation Worker |
| Housekeeper | Sanitor |
| Janitor | Sanitation Technician |
| Laborer | Steward |
| Maid | Serviceman |
| Sani-Tech | Worker |

Which of the job titles describe jobs that you would like to have?

_____ _____

_____ _____

GO ON TO THE NEXT PAGE AFTER YOU HAVE STUDIED THESE JOB TITLES.

OBJECTIVE THREE: YOU WILL BE ABLE TO DESCRIBE THREE REASONS WHY BUSINESSES NEED PROFESSIONAL CLEANERS.

One major reason that companies need Cleaners is appearance. The way a building or office looks is very important to visitors, workers, and customers. A clean and neat room makes people feel welcome. Customers are more apt to buy from a business that looks clean. Employees feel better about their jobs if the work areas are clean.

Sanitation is another important reason for businesses to hire Professional Cleaners. Sanitation is essential in doctor offices, hospitals, and laboratories. Likewise, restaurants, cafeterias, and kitchens must be very clean. Public bathrooms must be sanitized. The public is very aware of illnesses that can result from improper sanitization of food areas and health areas.

Safety is another reason that companies need Professional Cleaners. Improper cleaning may cause serious accidents which could cost the company a lot of money. For example, suppose that a floor is extremely slippery and a customer falls down. The company might have to pay expensive medical bills and might even lose business if the accident is publicized.

Think of another type of accident that could result from improper cleaning. Write it in the space below.

_____

_____

_____

_____

Naturally, businesses want their floor surfaces and counter tops to last as long as possible. Rugs, flooring, and other surfaces should last a long time if Cleaners care for them properly. If Cleaners use the wrong product or mistreat a surface, the company will have to pay for its replacement. Even if the company decided to repair damaged surfaces instead of replacing them, it would still cost the company money.

Think of how a mistake in the care of surfaces could result in replacement. Write it in the space below.

_____

_____

REVIEW PAGE 9 AND THEN ANSWER THE QUESTION BELOW.

Write three reasons that companies need Professional Cleaners.

1._____

2._____

3._____

CHECK YOUR ANSWERS BY LOOKING AT THE REASONS GIVEN ON PAGES 9.

OBJECTIVE FOUR: YOU WILL BE ABLE TO LIST THREE REASONS WHY YOU WANT TO BE A PROFESSIONAL CLEANER.

Like all careers, there are many reasons why people choose to become a cleaning professional. A Professional Cleaner can choose to work various shifts. Some companies prefer to have the Cleaning Professional work during the evening or early morning hours when other workers are not there. It is also possible for a Professional Cleaner to work part-time.

Some people choose to become Professional Cleaners because they like to clean and maintain buildings and equipment. Others may choose to become Professional Cleaners because they like to work alone or in small groups. Professional Cleaners can go to work for a variety of companies. A Cleaner can work in large office buildings, grocery stores, hospitals, homes or small companies.

REVIEW THE INFORMATION ABOVE. NOW COVER THE TOP PORTION OF THIS PAGE AND ANSWER THE QUESTION BELOW.

---

List three real reasons why you want to become a Professional Cleaner.

1. _____

2. _____

3. _____

CHECK YOUR ANSWERS BY LOOKING BACK TO THE PARAGRAPHS ABOVE.

OBJECTIVE FIVE: YOU WILL BE ABLE TO LIST AT LEAST FIVE BUSINESSES THAT ARE LIKELY TO EMPLOY CLEANING PROFESSIONALS.

As the need for Professional Cleaners grows, so does the number of job opportunities. Most businesses employ cleaning or maintenance workers. You can choose which type of a company you want to work for. Remember that managers and supervisors are looking for trained Cleaners who will be good employees.

Look at the list below. It contains businesses that employ Professional Cleaners.

| | | |
|---|---|---|
| Contractors | Banks | Hospitals |
| Restaurants | Taverns | Theaters |
| Grocery Stores | Schools | Construction Companies |
| Colleges | Hospitals | Clinics |
| Offices | Jails | Manufacturers |
| Residential House Cleaning | | |
| Carpet Cleaning Companies | | |

Which of the employers mentioned above would you like to work for? (Name at least four.)

_____ _____

_____ _____

OBJECTIVE SIX: YOU WILL BE ABLE TO LIST TWO ADVANTAGES AND TWO DISADVANTAGES OF OWNING YOUR OWN CLEANING BUSINESS.

Professional Cleaners may decide to start their own businesses. Some of large cleaning contractors started out as a small business. The advantages of owning your own cleaning business are similar to owning any small business. You are your own boss. You have the freedom to set up your business exactly the way you want to. You can pick and choose your hours. You can also pick which type of customer you want to attract. You can set your fee and purchase the type of products you want to use.

There are also disadvantages to owning your own cleaning business. Approximately 85%-90 of self-owned janitorial firms go out of business in one year or less. Lack of experience and business sense are the reasons why self-owned cleaning businesses fail. Other problems that face people who own their business are budgeting, advertising, record keeping, scheduling, and motivation to continue.

It is a good idea to work in the cleaning field for several years before you start your own business. It is also a good idea to take some business courses so you will know how to manage your business. With the proper training, experience, and business knowledge you will be better able to run a business.

Name two advantages to owning your own cleaning business.

1._____

_____

2._____

_____

Name two disadvantages to owning your own cleaning business.

1._____

_____

2._____

_____

CHECK YOUR ANSWERS BY LOOKING BACK TO THE PARAGRAPHS ABOVE.

OBJECTIVE SEVEN: YOU WILL BE ABLE TO CHOOSE FROM A LIST TASKS THAT CLEANING PEOPLE ARE APT TO DO.

Professional Cleaners do a variety of tasks on their job. Most of the tasks are related to cleaning or maintenance. Some of the common jobs that Professional Cleaners may do are dusting, waste pickup, dust mopping, rest room cleaning, light fixture cleaning, and surface cleaning. A Professional Cleaner may also wash windows, walls, and chalkboards. The cleaning of floors and carpeting are also jobs that a Professional Cleaner may do. Floor cleaning includes vacuuming, mopping, waxing, and buffing.

A Cleaner may also have several maintenance tasks. Such tasks are the servicing of dispensers, upkeep of equipment, and the refilling of supply cabinets.

Can you think of other tasks that a Professional Cleaner may do? Write them in the spaces below.

_____

_____

_____

COVER THE TOP PORTION OF THIS PAGE AND DO THE EXERCISE BELOW.

In the list below, underline five tasks that a Cleaner is apt to do on the job.

| | |
|---|---|
| Clean light fixture | Service Dispensers |
| Replace transmission in cars | Pick up waste |
| Care for floors | Sew uniforms |
| Dust office furniture | Serve food |

CHECK YOUR ANSWERS BY LOOKING AT THE TASKS MENTIONED IN THE PARAGRAPHS ABOVE.

OBJECTIVE EIGHT: YOU WILL BE ABLE TO LIST THREE WAYS YOUR PERSONAL APPEARANCE IS IMPORTANT TO YOU AS A CLEANING PROFESSIONAL.

Businesses like their buildings to look clean and neat. Likewise, businesses want their employees to look neat. A neat appearance makes you look like a professional. It is important for employees to have clean hair, shined shoes, clipped fingernails, clean clothes, and combed hair. People who care for their appearance give a positive and confident impression to others.

Hair care is an important aspect of personal appearance. Employees need to wash their hair regularly and wear it in conventional and comfortable styles. Managers and bosses frown upon wild hair styles because such styles may attract too much attention.

Clean hands are another factor in personal hygiene. Cleaners should trim and clean their finger nails. Dirty and long fingernails do not look professional. Long fingernails collect dirt and may be dangerous on the job.

Cleaners should not wear lots of jewelry while they work. Usually it's OK for Cleaners to wear a watch and a ring. Wearing necklaces and dangling earrings may cause accidents. Strong chemicals and detergents can ruin fine jewelry.

Like other workers, Cleaners should wear comfortable shoes. Cleaners may spend many hours on their feet so they need shoes that give good support. Professional Cleaners should not wear sandals, high heels, or old sneakers on any job because they are unsafe.

Since Cleaners do a lot of physical work, it's important for them to use deodorant and bathe daily. Professional employees keep their teeth clean and use a mouthwash, if necessary. Naturally, if you eat right and get enough sleep, you will be a better employee.

If you were going to hire a Professional Cleaner, how would you want him/her to look? Name four things you would look for?

1._____ 2._____

3._____ 4._____

CHECK YOUR ANSWERS BY LOOKING AT THE UNDERLINED AREAS ABOVE.

OBJECTIVE NINE: YOU WILL BE ABLE TO MATCH CHARACTERISTICS OF GOOD WORKERS WITH THE APPROPRIATE MEANINGS.

Good employees know that looking good on the job isn't enough. They know it's important to act professional on the job. Your attitude, the way you treat others, and your actions are important personal characteristics. Bosses want to hire people that are pleasant and cooperative.

Bosses will often list dependability as the main quality they want in employees. A dependable worker gets to work on time and stays until the end of shift. A dependable worker can be trusted with keys and the possessions of others. Dependable Cleaners will not take other people's things and will complete the work that the boss assigns. Dependable or reliable workers will notify the boss ahead of time if they can not come to work.

Do you think that you are (or would be) a dependable worker? Why? Describe your reasons below.

_____

_____

Employers also want to hire employees that are sure of what they're doing. The best way for you to have confidence in your job is to know a lot about it. Your training will provide you with much of the knowledge you need on the job. You will also learn a lot just by working in the custodial industry. You can ask others who have worked longer to help you or show you how to do a job. Don't be afraid of asking your boss a question. Usually, the boss would rather have you ask a question than have you do the job incorrectly. You will gain confidence with the more practice you get. As you gain confidence, you will also gain pride in your work.

Name something you've done that has given you pride.

_____

Loyalty is another attribute of a good worker. Loyal workers are flexible and willing to learn new or different techniques. Loyal workers never say bad things about the company, co-workers, or boss. If you are unhappy with the company, try to find another place to work. If you are unhappy with your co-workers try to work the problem out. Workers who are not loyal to the company may be fired and forced to find another job. Loyal workers do not steal business from their company. If you want to start your own business, find your own customers. You will lose the respect of friends and workers if you steal contracts or customers.

Why do you think supervisors want to hire loyal workers?

_____

Getting along with others is important on any job. Good employees are pleasant, helpful, and attentive. Professional Cleaners need to get along with their boss, the customer, and other workers. It's easier to get along with others if you are happy with yourself and with your life.

Perhaps the most difficult part of a job is when the boss or a co-worker criticizes your work. You should remember that it's probably just as hard for the boss to give criticism as it is for you to take it. We all learn from mistakes. Usually all a boss wants is for you to not repeat mistakes.

Name a mistake you made and then tell how you learned from the experience.

_____

_____

_____

Match the qualities that good employees have with the definition or examples on the right.

| | |
|---|---|
| 1. Confidence_____ | a. Being cooperative |
| 2. Accepting criticism_____ | b. Reliable, someone you can count on |
| 3. Loyalty_____ | c. Knowing how to do your job |
| 4. Getting along with others_____ | d. Being flexible and not saying bad things about the company |
| 5. Dependability_____ | e. Being positive and trying to learn from your mistakes |

(ANSWERS: 1.C 2.E 3.D 4.A 5.B)

**********

SUMMARY OF UNIT ONE-THE CUSTODIAL INDUSTRY

In this unit you learned the basics of the custodial industry. You learned about the different job titles of Professional Cleaners and about the types of things you do as a Cleaner. You know which types of companies and businesses need Cleaners. You know some of the pitfalls of starting your own cleaning business. You learned that bosses prefer hiring trained Cleaners. You learned why training is important to Cleaners. You also learned how to act and appear professional on the job.

You may review this UNIT before you take the post-test. Make sure you ask your teacher about anything you're not sure of.

**********

POST-TEST OF UNIT ONE--THE CUSTODIAL INDUSTRY

1. Write, in your own words, two advantages of owning your own cleaning business.

1. _____

_____

2. _____

_____

2. Write, in your own words, two disadvantages of owning your own business.

1. _____

_____

2. _____

_____

3. List five businesses that are likely to hire Professional Cleaners.

1._____ 2._____

3._____ 4._____

5._____

4. Underline five tasks in the list below that describe things that Cleaners do on the job.

| | |
|---|---|
| Floor care | Equipment cleaning |
| Type memos | File reports |
| Dust office furniture | Prepare food |
| Maintain counter tops | Work with chemicals |

5. List three reasons why Cleaners need professional training.

1._____

_____

2._____

_____

3._____

6. List five job titles you might have as a Professional Cleaner.

1._____ 2._____

3._____ 4._____

5._____

7. Write, in your own words, three reasons why you want to be a Professional Cleaner.

1._____

_____

2._____

_____

3._____

_____

8. List three important aspects of personal hygiene that are important to employees and employers.

1._____

2._____

3._____

9. Match the characteristics of good workers with their appropriate meanings.

| | | |
|---|---|---|
| Dependability _____ | A. | Learn from mistakes, positive attitude |
| Confidence_____ | B. | Cooperate with others |
| Getting along with others_____ | C. | Reliable, trustworthy |
| Loyalty_____ | D. | Sure of your job |
| Accepting Criticism_____ | E. | Flexible, not saying bad things about the company or workers |

10. Write, in your own words, three reasons why businesses need Professional Cleaners.

1._____

2._____

3._____

ANSWERS TO POST-TEST OF UNIT ONE--THE CUSTODIAL INDUSTRY

1. Write, in your own words, two advantages of owning your own cleaning business.

1. You can choose your own hours.

2. You can be your own boss.

2. Write, in your own words, two disadvantages of owning your own business.

1. You have to keep track of all your records.

2. You have to do all your own advertising and build up a list of customers.

3. List five businesses that are likely to hire Professional Cleaners.

1. hospitals and clinics
2. industry and manufacturers
3. banks
4. office buildings
5. prisons/institutions (grocery stores)

4. Underline five tasks in the list below that describe things that Cleaners do on the job.

| | |
|---|---|
| Floor care | Equipment cleaning |
| Type memos | File reports |
| Dust office furniture | Prepare food |
| Maintain counter tops | Work with chemicals |

5. List three reasons why Cleaners need professional training.

1. Modern cleaning chemicals need to be handled by trained people.

2. Modern equipment is expensive and needs to be maintained by trained people.

3. Surfaces of floors and countertops need to be cleaned by trained Cleaners.

6. List five job titles you might have as a Professional Cleaner.

1. Janitor
2. Maid
3. Sanitizer
4. Porter
5. Housekeeper

(Sanitation Worker, Steward, Serviceman, Worker, Sani-tech, Laborer, Building Attendant)

7. Write, in your own words, three reasons why you want to be a Professional Cleaner.

1. I want to be professional cleaner because I like to clean and maintain buildings.
2. I like the idea of being able to work different shifts.
3. I can choose from many different employers.

8. List three important aspects of personal hygiene that are important to employees and employers.

1. Clean hair is important to employers.
2. Clean clothes and clean hands look professional.
3. Teeth and breath should be clean and fresh.

9. Match the characteristics of good workers with their appropriate meanings.

| | | |
|---|---|---|
| Dependability | C | A. Learn from mistakes, positive attitude |
| Confidence | D | B. Cooperate with others |
| Getting along with others | B | C. Reliable, trustworthy |
| Loyalty | E | D. Sure of your job |
| Accepting Criticism | A | E. Flexible, not saying bad things about the company or workers |

10. Write, in your own words, three reasons why businesses need Professional Cleaners.

1. Businesses need Professional Cleaners so their offices and buildings look good to the public and workers.
2. Businesses need Professional Cleaners so their floors and countertops will be clean and will last a long time.
3. Some businesses need Professional Cleaners for safety and sanitation.

UNIT TWO--CHEMICALS IN THE CLEANING INDUSTRY

BY: ELLEN R. SMITH

FOR: RENTON VOCATIONAL TECHNICAL INSTITUTE

1986

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UNIT TWO--CHEMICALS IN THE CLEANING INDUSTRY

OVERVIEW

"With all the soaps and detergents available today, how will I know which chemical product to use?

It's true, there are many different kinds of soap and detergents to choose from. This UNIT will provide you with the basics of chemical use in the cleaning industry. You will learn the differences between soap and detergents. You will learn the uses for each chemical cleaner. You will also learn how to use these chemicals safely and effectively.

RATIONALE

As a Professional Cleaner you need to know how to use chemicals safely and effectively. This UNIT will introduce you to chemical products you will be using in the cleaning industry.

OBJECTIVES

1. You will be able to identify commonly-used chemicals in the cleaning industry.

2. You will be able to identify the uses of modern chemicals.

3. You will be able to list at least five safety rules you should heed when using chemical cleaners.

4. You will be able to list three reasons why hospitals and clinics require you to use chemical disinfectants.

5. You will be able to identify or describe two ways that chemicals clean surfaces.

PRE-TEST FOR UNIT TWO--CHEMICALS IN THE CLEANING INDUSTRY

1. List five chemical products used in the cleaning industry.

1._____

2._____

3._____

4._____

5._____

2. List two disadvantages of soap.

1._____

2._____

3. For each job in column A below, choose the proper chemical product from column B.

| A | B |
|---|---|
| 1. Cleaning hospital rooms._____ | a. Shampoos |
| 2. Mopping a floor._____ | b. disinfectants |
| 3. Cleaning a rug. _____ | c. detergents |

4. Give an example of how infection can be spread in a clinic, hospital, or rest room.

_____

ANSWER QUESTIONS 5-10 WITH BY WRITING TRUE OR FALSE IN THE PROVIDED SPACES.

5. It is OK to substitute one chemical for another. _____

6. Taking a deep breath of some chemicals can be dangerous. _____

7. You should NEVER mix chemicals. _____

8. It's not necessary to wear gloves when using chemicals that are highly acidic. _____

9. Germicides and disinfectants both kill germs. _____

10. Abrasive powders or scouring powders should not be used to clean porcelain sinks. _____

ANSWERS TO PRE-TEST FOR UNIT TWO--CHEMICALS IN THE CLEANING INDUSTRY

1. List five chemical products used in the cleaning industry.

1. SOAPS

2. ABRASIVES

3. DISINFECTANTS

4. SOLVENTS

5. WAXES (Also, Polishes, Finishes, Germicides, Caustics, and Corrosives)

2. List two disadvantages of soap.

1. It leaves a film on most surfaces.

2. It must be used with water and is not effective for many cleaning jobs.

3. For each job in column A below, choose the proper chemical product from column B.

| A | B |
|---|---|
| 1. Cleaning hospital rooms. __(b.)_____ | a. Shampoos |
| 2. Mopping a floor. __(c.)_____ | b. disinfectants |
| 3. Cleaning a rug. __(a.)_____ | c. detergents |

4. Give an example of how infection can be spread in a clinic, hospital, or rest room.

Infection can be spread by coughing or sneezing. (Infection can spread by contact or by air-drafts.)

ANSWER QUESTIONS 5-10 WITH BY WRITING TRUE OR FALSE IN THE PROVIDED SPACES.

5. It is OK to substitute one chemical for another. FALSE

6. Taking a deep breath of some chemicals can be dangerous. TRUE (This is not very common.)

7. You should NEVER mix chemicals. TRUE

8. It's not necessary to wear gloves when using chemicals that are highly acidic. FALSE

9. Germicides and disinfectants both kill germs. TRUE

10. Abrasive powders or scouring powders should not be used to clean porcelain sinks. TRUE

UNIT TWO-CHEMICALS IN THE CLEANING INDUSTRY

OBJECTIVE ONE: YOU WILL BE ABLE TO LIST THE COMMONLY USED CHEMICALS IN THE CLEANING INDUSTRY.

OBJECTIVE TWO: YOU WILL BE ABLE TO IDENTIFY THE USES OF MODERN CHEMICALS.

Below is a list of the commonly used cleaning chemicals.

ORGANIC SOAPS
SYNTHETIC DETERGENTS
SHAMPOOS
DISINFECTANTS/GERMICIDES
CAUSTICS AND CORROSIVES
AMMONIA
ABRASIVE POWDERS
SOLVENTS
SEALS/WAXES/FINISH

Each chemical cleaner has a different use and can be dangerous. Read about each chemical cleaner carefully.

ORGANIC SOAPS are effective for loosening dirt and grime, but they are not always the best cleaning product. Soaps can leave a film which makes a surface look dull. Soaps usually must be used with water, so they are limited in their cleaning power. Soaps are also rough on hands, and leave hands dry and chapped. The effectiveness of soaps depends on the hardness of the water and the temperature of water.

SYNTHETIC DETERGENTS produce outstanding cleaning results. They are usually made from petroleum products. Detergents usually rinse away easily and leave surfaces clean.

SHAMPOOS are specially made for cleaning carpets. Pure coconut oil is the best shampoo, but it is very expensive so it is not used often. Good shampoos produce lots of suds.

DISINFECTANTS AND GERMICIDES are chemical cleaners that kill germs. When you clean hospital rooms, clinics, rest rooms areas where food is eaten or purchased, you must use a disinfectant. Germicide is another word for disinfectant.

CAUSTIC CLEANERS contain alkaline. Common caustic cleaners are some synthetic detergents, wax strippers, and shampoos.

CORROSIVE CLEANERS contain acid. Common corrosive cleaners are toilet bowl cleaners, metal cleaners, and some carpet stain removers.

AMMONIA is also used to clean surfaces, but you should be careful when you use it. Ammonia may cause bad burns on the skin and is dangerous if inhaled. Improper use of ammonia can be fatal. TSP is a much more popular cleaner than ammonia. TSP is a much more popular cleaner than ammonia.

ABRASIVE POWDERS work like sand paper. Abrasives actually rub off some of the surface that is being cleaned. Abrasives can clean hard surfaces like metals, rubber, and plastics. You should not use abrasive cleaners when you clean porcelain sinks and chrome fixtures.

SOLVENTS are cleaners that dissolve solids. If you use too much solvent, it destroys paint, plastic, and floor surfaces. Some common solvents used in the cleaning profession are alcohol, and turpentine.

SEALS, WAXES, AND FINISH are chemical products that prevent dirt buildup on floors. These products are used to protect wood, linoleum, vinyl, and stone or tile floors.

List below the chemical cleaners that you have used.

_____

_____

_____

Choose the chemical cleaner from column B that you would use for the job listed in column A. Cover the answers below before you begin this exercise.

| A | B |
|---|---|
| 1. Strip wax from a floor _____ | A. GERMICIDES |
| 2. Prevent dirt from getting into vinyl floor_____ | B. CAUSTICS |
| 3. Clean hard surfaces like plastic and rubber_____ | C. ABRASIVE POWDERS |
| 4. Sanitize bathrooms_____ | D. SHAMPOOS |
| 5. Clean a carpet_____ | E. SEALS AND WAXES |

CHECK YOUR ANSWERS BELOW.

1. B 2. E 3. C 4. A 5. D

OBJECTIVE THREE: YOU WILL BE ABLE TO LIST AT LEAST FIVE SAFETY RULES FOR CHEMICAL USE IN THE CLEANING PROFESSION.

Products containing chemicals can be very dangerous. If you follow the rules below, chemical cleaners will not harm you.

1. You must follow directions carefully. Make sure you read the directions on the container even if you have used the product before.
2. Never use a cleaning product if it is not clearly labeled.
3. Measure all chemicals carefully. (If you use too much you could cause damage to the cleaning surface. If you don't use enough, your cleaning solution will be too weak.)
4. Never substitute one chemical for another. Remember that certain chemicals are used for certain jobs.
5. Never mix chemicals. You could create a poisonous mixture or cause damage to the surface.
6. Do not take a deep breath when measuring or using chemical cleaners. The inhalation of some chemicals can be dangerous and cause permanent lung damage. In rare cases, prolonged inhalation of dangerous chemicals can cause death.
7. Wear gloves, goggles, and protective clothing when you use strong chemicals.
8. Remember to tightly screw on lids and bottle caps after you use a chemical cleaner. Some chemical cleaners dissolve if the top is left off. Others create dangerous fumes if exposed to air.
9. Do not store dangerous chemicals on overhead shelves. If the chemical falls on you, you could be seriously burned.
10. Store flammable cleaners in a safe place where fire or heat won't affect them.
11. Never dilute chemicals by adding water to it. In the case of sulfuric acid you could create an explosion and seriously burn yourself.

List below the five chemical safety rules you feel are the most important.

1.

2.

3.

4.

5.

OBJECTIVE FOUR: YOU WILL BE ABLE TO IDENTIFY OR DESCRIBE TWO REASONS WHY HOSPITALS AND CLINICS NEED TO BE DISINFECTED AND DEODERIZED.

Germs are spread many different ways and flourish under certain conditions. Germs need food, moisture, warmth, and darkness. Growth of germs results in odors, dirt, mildew, and scum. Bathrooms and basements are ideal places for germs to flourish because of the dampness, warmth, and darkness.

Germs spread easily in hospitals and clinics. Infection can spread by contact. Toilet seats, bars of soap, and water fountains can be sources of staph infection.

Infection can also spread by coughing or sneezing. Often the floor is the resting place for germs emitted while a person is coughing or sneezing.

Another way infection is spread is by air-drafts. Germs can travel in gusts of air and settle in dust or lint.

Cleaning chemicals can help reduce and eliminate germs. Disinfectants and germicides kill some germs on contact. You should always use disinfectants when you clean restrooms, clinics, hospitals, grocery stores. Disinfectants should be used regularly since germs and infections come back.

COVER THE TOP PORTION OF THIS PAGE BEFORE YOU ANSWER THE FOLLOWING QUESTIONS.

In the spaces below briefly describe two ways that germs can spread.

1._____

2. _____

Circle the conditions below that germs like.

Cold
Warmth
Moisture
Light
Dryness

Circle the chemical cleaners below which can kill germs.

Abrasives
Germicides
Solvents
Disinfectants

CHECK YOUR ANSWERS BY LOOKING AT THE PARAGRAPHS ABOVE.

OBJECTIVE FIVE: YOU WILL BE ABLE TO DESCRIBE THREE WAYS THAT CHEMICALS WORK DURING THE CLEANING PROCESS.

The most common way cleaners work is to break up dirt and suspend it in the cleaner. Detergents and soaps loosen dirt and break it into samaller particles which can be easily removed. Some soaps coat the dirt with suds which makes the dirt easy to remove. Most soaps leave a film on the surface and must be rinsed off.

Another way chemicals clean surfaces is by rubbing off the dirt. Abrasives are an example of cleaners that clean in this way. Scouring powders usually contain a gritty material that removes dirt. Since abrasives ruin soft surfaces, they are used on hard surfaces like plastic, metal, and hard rubber.

Another way chemicals remove dirt is by dissolving the dirt. Solvents actually react with certain materials and dissolves the dirt. Paint cleaners and terpentine are common solvents.

Acids or Corrosives can also dissolve or eat away unwanted scum. Acids, like many chemical cleaners, can be very dangerous. If you combine acids with bleach you create a deadly gas.

COVER THE TOP PORTION OF THIS PAGE BEFORE YOU ANSWER THE QUESTION BELOW.

In the spaces below describe two ways that chemicals clean surfaces and remove dirt.

_____

_____

CHECK YOUR ANSWERS BY LOOKING AT THE TOP PORTION OF THIS PAGE.

**********

SUMMARY: In this UNIT you have learned about common cleaning chemicals. You have learned the uses of these cleaning chemicals, and you know how cleaners work. You also learned the safety rules you must use so you will not be harmed by chemicals.

**********

STUDY OVER THIS UNIT CAREFULLY. THEN TAKE THE POST-TEST WHEN YOU ARE READY.

POST-TEST FOR UNIT TWO--CHEMICALS IN THE CLEANING INDUSTRY

1. Place an X next to the chemical products commonly used by Cleaners.

Solvents_____ Soaps_____
Detergents_____ Shampoos_____
Abrasive Cleaners_____ Ammonia_____

2. Give two reasons why "soap" is not always the best cleaning product.

1. _____

2._____

3. Which of the products below would you use to disinfect a hospital room? _____

A. Solvent
B. Germicide
C. Shampoo
D. Scouring Powder

4. Why is it important for you to secure bottle caps and lids after you use a chemical product?

_____

ANSWER QUESTIONS 5-10 BY WRITING TRUE OF FALSE IN THE SPACES.

5. Infection can be spread by air drafts. _____

6. It's not necessary to read the label of a chemical if you think you know what it is and how to use it. _____

7. If you don't measure chemicals you use, you could cause damage to a floor surface._____

8. It's necessary to dilute most chemicals used in cleaning.
_____

9. Pure coconut oil is the best natural shampoo. _____

10. Acids can create a deadly gas if combined with bleach._____

ANSWERS TO POST-TEST FOR UNIT TWO-CHEMICALS IN THE CLEANING INDUSTRY

1. Place an X next to the chemical products commonly used by Cleaners.

| | | | |
|---|---|---|---|
| Solvents | X | Soaps | X |
| Detergents | X | Shampoos | X |
| Abrasive Cleaners | X | Ammonia | X |

2. Give two reasons why "soap" is not always the best cleaning product.

1. It can leave a soapy film that makes a surface look dull.

2. It is not effective on all surfaces. (It leaves hands dry and chapped.)

3. Which of the products below would you use to disinfect a hospital room? B

A. Solvent
B. Germicide
C. Shampoo
D. Scouring Powder

4. Why is it important for you to secure bottle caps and lids after you use a chemical product?

Some chemicals can leak out into the air and be dangerous to inhale.

ANSWER QUESTIONS 5-10 BY WRITING TRUE OF FALSE IN THE SPACES.

5. Infection can be spread by air drafts. TRUE

6. It's not necessary to read the label of a chemical if you think you know what it is and how to use it. False

7. If you don't measure chemicals you use, you could cause damage to a floor surface. TRUE

8. It's necessary to dilute most chemicals used in cleaning. TRUE

9. Pure coconut oil is the best natural shampoo. TRUE

10. Acids can create a deadly gas if combined with bleach. TRUE

UNIT THREE--RESTROOM SANITATION

BY: ELLEN R. SMITH

FOR: RENTON VOCATIONAL TECHNICAL INSTITUTE

1986

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UNIT THREE-RESTROOM SANITATION

OVERVIEW

RESTROOM SANITATION is an important responsibility for Cleaning Professionals. This UNIT will address specific cleaning tasks you will do while cleaning a restroom. You will learn why it is important to disinfect restrooms and how to "sanitize" restroom fixtures and surfaces. You will learn which materials and equipment to use.

Work on this UNIT at your own pace and ask you teacher if you need help. If you don't understand an idea, ask your teacher to help you. Do not continue in this unit if you are confused, or don't understand the material.

RATIONALE

One of your major responsibilities as a Cleaning Professional is "Restroom Sanitation". This UNIT will introduce you to major procedures to use while sanitizing a restroom.

OBJECTIVES

1. You will be able to define restroom sanitation.

2. You will be able to list two reasons why restroom sanitation is necessary.

3. You will be able to list at least five materials and equipment you will use while sanitizing a restroom.

4. You will be able to identify or list three general cleaning or maintenance tasks you do when cleaning restrooms.

5. You will be able to describe three specific sanitizing procedures you use while sanitizing restrooms.

PRE-TEST FOR UNIT THREE-RESTROOM SANITATION

1. Why do Cleaning Professionals sanitize restrooms? Write two reasons below.

1._____

_____

2._____

_____

2. In your own words, define restroom sanitation.

_____

_____

3. Place an "X" next to materials you'd use while sanitizing a restroom.

mop_____ sandpaper_____ plunger_____

toilet bowl cleaner_____ pail_____ nails and hammer_____

disinfectant_____ polish_____ dust cloths_____

4. List three surfaces you would "disinfect" while sanitizing a restroom.

1._____ 2._____

3._____

FOR QUESTIONS 5-10 WRITE "TRUE" OR "FALSE" IN THE SPACE PROVIDED.

5. It is not necessary for you to fill restroom soap dispensers and paper dispensers. _____

6. It's usually best for you to clean restroom daily or as often as you can._____

7. It's OK for you to occasionally use abrasive cleaners to remove stubborn stains from wash basins and sinks._____

8. You must rinse the floor after you use a disinfectant on it._____

9. Silicone cleaners will remove stains without scratching the surface of toilet bowls or sinks._____

10. If you use a cart to store your cleaning materials, you'll save your self trips to the storage closet._____

ANSWERS TO PRE-TEST FOR UNIT THREE-RESTROOM SANITATION

1. Why do Cleaning Professionals sanitize restrooms? Write two reasons below.

1. Cleaning Professionals must sanitize restrooms to reduce the spread of infection and bacteria.

2. Cleaning Professionals must sanitize restrooms so customers and employees have a good impression of a company or business.

2. In your own words, define restroom sanitation.

Restroom sanitation is the procedure Cleaning Professionals use to thoroughly clean and disinfect restroom surfaces.

3. Place an "X" next to materials you'd use while sanitizing a restroom.

mop_X____ sandpaper_____ plunger__X___

toilet bowl cleaner__X___ pail___X____ nails and hammer_____

disinfectant___X____ polish__X____ dust cloths___X____

4. List three surfaces you would "disinfect" while sanitizing a restroom.

1. toilet bowl 2. floor 3. urinal

(Others are: sinks, basins, toilet seats, and waste containers)

FOR QUESTIONS 5-10 WRITE "TRUE" OR "FALSE" IN THE SPACE PROVIDED.

5. It is not necessary for you to fill restroom soap dispensers and paper dispensers. FALSE

6. It's usually best for you to clean restrooms daily or as often as you can. TRUE

7. It's OK for you to occasionally use abrasive cleaners to remove stubborn stains from wash basins and sinks. TRUE

8. You must rinse the floor after you use a disinfectant on it. FALSE

9. Silicone cleaners will remove stains without scratching the surface of toilet bowls or sinks. TRUE

10. If you use a cart to store your cleaning materials, you'll save your self trips to the storage closet. TRUE

OBJECTIVE ONE: YOU WILL BE ABLE TO DEFINE RESTROOM SANITATION.

OBJECTIVE TWO: YOU WILL BE ABLE TO LIST TWO REASONS WHY RESTROOM SANITATION IS NECESSARY.

**RESTROOM SANITATION** is the process you use to thoroughly clean and disinfect bathrooms. You may also have to do some maintenance chores to keep everything in proper order. Some of the tasks involved in restroom sanitation are waste pick-up, dispenser servicing, dusting, and disinfecting bowl, floor, and basin surfaces.

Clean bathrooms are important for several reasons. The public judges a company by the condition of the bathrooms. A clean bathroom gives customers and employees a good impression of the company. Employees tend to complain if there is not enough toilet paper or paper towels. The most important reason for restroom sanitation is to control the spread of infection. Regular bathroom sanitation reduces the possibility of bacteria growth. Usually companies want you to clean and sanitize the bathrooms daily.

Using your own words, define RESTROOM SANITATION below.

_____

_____

Using your own words, give two reasons why Cleaning Professionals must clean and sanitize bathrooms regularly.

1._____

_____

2._____

_____

CHECK YOUR ANSWERS BY LOOKING AT THE PARAGRAPHS ABOVE.

OBJECTIVE THREE: YOU WILL BE ABLE TO LIST AT LEAST FIVE MATERIALS AND EQUIPMENT USED TO CLEAN AND SANITIZE RESTROOMS.

You should keep all of your cleaning materials on a cart, so they are handy. You will waste time and energy if you have to make trips to the storage room. Below is a list of the materials you need to clean and sanitize bathrooms.

mop, wringer, and pail
plastic hand pails (one for toilets, one for wash basin
sponges
super force plunger
silicone cream and abrasive powder
toilet bowl cleaner
box of deoderant blocks
cotton bowl swab
putty knife
rubber gloves (long ones)
bags for sanitary napkin receptacle
rags
disinfectant (DSD)
hand soap powder or bar soap
paper towel, toilet tissue, sanitary napkins
spray bottles (one for glass cleaner, one for DSD)
waste can liners
dust cloths, dust mop, dust pan
hand duster
counter brush
polish
toothbrush

You may add to this list depending on the service and cleaning needs of your building.

COVER THE LIST OF MATERIALS ABOVE AND WRITE at least five of them in the spaces below.

_____ _____

_____ _____

_____ _____

_____ _____

_____ _____

CHECI YOUR ANSWERS BY UNCOVERING THE LIST.

OBJECTIVE FOUR: YOU WILL BE ABLE TO IDENTIFY OR LIST THREE GENERAL CLEANING OR MAINTENANCE TASKS YOU DO WHEN CLEANING RESTROOMS.

Below is a list of general restroom cleaning tasks.

1. Remove and empty waste cans.

2. Fill all towel, sanitary napkin, soap, and toilet paper dispensers.

3. Damp dust flat surfaces, spot clean as necessary, and clean tile and walls.

4. Dust mop floor.

5. Rinse wash bowls, hardware, and damp wipe underneath plumbing.

6. Wash mirrors and any windows.

7. Wet mop the floor.

8. Report any broken equipment or leaky fixtures to your supervisor.

9. Clean your cart and restock supplies.

COVER THE LIST ABOVE and then put an "X" next to the general restroom cleaning tasks.

Damp mop the floor_____ Patch grout on tile surfaces_____

Shampoo carpets_____ Paint ceilings _____

Refill dispensers_____ Empty garbage_____

UNCOVER THE LIST AND CHECK YOUR ANSWERS

OBJECTIVE FIVE: YOU WILL BE ABLE TO DESCRIBE THREE SPECIFIC SANITIZING PROCEDURES YOU USE WHEN SANITIZING RESTROOMS.

You must sanitize or disinfect the toilet bowl, the floor, urinals, sanitary napkin receptacles, basins and waste baskets. Below are descriptions of specific procedures you use to disinfect bathrooms.

TOILET BOWL AND SEATS, URINALS AND TROUGHS

1. Prepare disinfectantin pail according to the directions.
2. Clean bowl, and urinals by dipping the cotton swab into the disinfectant solution and washing under the rim and around the bowl.
3. Let the solution remain in the urinal or bowl while you go on to the next one.
4. Prepare disinfectant according to directions and pour into spray bottles.
5. Spray both sides of toilet seats, and fixtures on commodes and urinals.
6. Wipe all fixtures with disinfectant-soaked sponge and move on to next urinal or toilet.
7. Wipe all partitions that are splattered.
8. Do not use harsh toilet bowl cleaner on ceramic bowls, it will damage the ceramic coating.

WASH BASINS AND SINKS

1. Spray basins and sinks with dinisfectant solution and clean with sponge in a circular motion.
2. Use abrasive powders or silicone cleaners on stubborn stains. Abrasive powders will scratch china or porcelain surfaces.

WASTE CANS AND SANITARY NAPKIN DISPENSERS

1. Clean and wash with a disinfectant solution.
2. Provide plastic or paper liners as needed.

FLOOR

1. After dust mopping and removing loose dirt, wet mop the floor with a disinfectant solution.
2. Dip your mop into the disinfectant solution frequently.
3. Suck up excess water and solution on floors with a water pick-up vacuum or squeegee.
4. Do not rinse the floor when using DSD (or disinfectact). You want the disinfect to stay on the floor as long as possible.

REVIEW THESE SANITIZING PROCEDURES, AND GO TO THE NEXT PAGE TO ANSWER A QUESTION.

In the spaces below, describe three bathroom sanitizing procedures.

1._____

_____

2._____

_____

3._____

_____

CHECK YOUR ANSWERS BY TURNING TO THE PREVIOUS PAGE.

**********

SUMMARY

In this unit you learned the basics of restroom sanitation. You learned how to clean and sanitize a bathroom. You learned which materials you should use for restroom sanitation. You learned specific procedures for disinfecting bathroom surfaces. You also learned why Cleaning Professionals must sanitize restrooms.

Review this unit, and when you are ready take the post-test on page 10.

**********

POST-TEST FOR UNIT THREE-RESTROOM SANITATION

1. List below three tasks you perform while cleaning restrooms.

1._____ 2._____

3._____

2. Why do Cleaning Professionals clean bathrooms daily? Give 2 reasons below.

1._____

_____

2._____

_____

3. While using disinfectants or germicides, why should you wear rubber gloves?

_____

_____

4. Make a list below of the equipment or materials you need to sanitize a restroom. List at least five.

_____ _____ _____

_____ _____ _____

5. Explain why it is better for you to use a silicone cleaner instead of an abrasive cleaner on stubborn bathroom stains.

_____

6. Using your own words, define "restroom sanitation" below.

_____

_____

ANSWER QUESTIONS 7-10 BY WRITING TRUE OR FALSE IN THE SPACE PROVIDED.

7. Emptying waste cans and refilling paper dispensers are usually part of a Cleaning Professionals job._____

8. You must disinfect towel dispensers and mirrors. _____

9. You should disinfect floors, toilet seats, and urinals._____

10. You should disinfect waste cans and sanitary napkin recptacles.
_____

ANSWERS TO POST-TEST FOR UNIT THREE-RESTROOM SANITATION

1. List below three tasks you perform while cleaning restrooms.

1. refill all dispensers 2. empty waste containers
3. mop floors (disinfect bowls, basins, sinks, floor, clean mirrors)

2. Why do Cleaning Professionals clean bathrooms daily? Give 2 reasons below.

1. You should clean bathrooms daily to control the spread of infection.

2. Customers and employees have a better impression of the business or company if the bathroom are clean.

3. While using disinfectants or germicides, why should you wear rubber gloves?

Disinfectants are harsh on hands and cause redness and dryness.

4. Make a list below of the equipment or materials you need to sanitize a restroom. List at least five.

pails disinfectant mop toilet bowl cleaner

rubber gloves waste can liners sponges dust mop

5. Explain why it is better for you to use a silicone cleaner instead of an abrasive cleaner on stubborn bathroom stains.

Silicone cleaners will not scratch surfaces like abrasive cleaners.

6. Using your own words, define "restroom sanitation" below.

Restroom sanitation is the thorough cleaning and disinfecting of restroom surfaces.

ANSWER QUESTIONS 7-10 BY WRITING TRUE OR FALSE IN THE SPACE PROVIDED.

7. Emptying waste cans and refilling paper dispensers are usually part of a Cleaning Professionals job. TRUE

8. You must disinfect towel dispensers and mirrors. FALSE

9. You should disinfect floors, toilet seats, and urinals. TRUE

10. You should disinfect waste cans and sanitary napkin receptacles. TRUE

UNIT FOUR--CLEANING OFFICE AREAS

BY: ELLEN R. SMITH

FOR: RENTON VOCATIONAL TECHNICAL INSTITUTE

1986

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## UNIT FOUR-CLEANING OFFICE AREAS

### OVERVIEW

Many Cleaning Professionals choose to work for businesses in large office buildings. Cleaning an office area includes many tasks. You will clean and dust office furniture and venetian blinds. You will clean lounges, lobbies, elevators, and stairways. This UNIT will introduce you to the major cleaning tasks you will use while cleaning offices.

Work on this UNIT at your own pace, and ask your teacher if you need help. If you don't understand an idea, ask your teacher to help you. Do not continue in this UNIT if you are confused or don't understand the material.

### RATIONALE

Since many businesses employ Professional Cleaners you must know how to clean and maintain office furnishings. This UNIT will present the major tasks and procedures you'll use to clean office areas.

### OBJECTIVES

1. You will be able to describe three procedures used to clean metal office furniture.

2. You will be able to describe three procedures used to clean wooden office furniture.

3. You will be able to list three ways to effectively clean venetian blinds or curtains.

4. You will be able to list four cleaning procedures for the cleaning of lounges and lobbies.

5. You will be able to identify four important steps in the cleaning of stairways and elevators.

PRE-TEST FOR UNIT FOUR--CLEANING AN OFFICE AREA

1. List three procedures you use to clean metal furniture.

   1._____

   2._____

   3._____

2. Which method below is not usually used to clean venetian blinds?

   _____

   A. damp dusting
   B. scraping
   C. vacuuming
   D. dusting

3. Which safety precaution below is especially important when you clean stairways? _____

   A. Wipe off all cob webs
   B. Clean all light fixtures
   C. Dry each step thoroughly
   D. Set up caution signs at each door to stairway

4. Which reason below is not important in the cleaning of elevators?

   _____

   A. Appearance
   B. Safety
   C. Sanitation
   D. Prolong Floor Surface
   E. Frequent Painting

ANSWER QUESTIONS 5-10 BY WRITING TRUE OR FALSE IN THE SPACES PROVIDED.

5. When cleaning wooden furniture it's important for you to use lots of water when you wash the wood. _____

6. Some furniture polishes will damage wooden surfaces._____

7. While cleaning lounges you should take time to arrange magazines and books. _____

8. The lobby should be cleaned daily._____

9. You do not need to rinse wooden furniture before you polish it. _____

10. You can vacuum draperies. _____

ANSWERS TO PRE-TEST FOR UNIT FOUR--CLEANING AN OFFICE AREA

1. List three procedures you use to clean metal furniture.

   1. Dust all surfaces.
   2. Apply cleaning solution to surfaces.
   3. Rinse all furniture.
   (4. Polish furniture.)

2. Which method below is not usually used to clean venetian blinds?

   B

   A. damp dusting
   B. scraping
   C. vacuuming
   D. dusting

3. Which safety precaution below is especially important when you clean stairways? D

   A. Wipe off all cob webs
   B. Clean all light fixtures
   C. Dry each step thoroughly
   D. Set up caution signs at each door to stairway

4. Which reason below is not important in the cleaning of elevators?

   E

   A. Appearance
   B. Safety
   C. Sanitation
   D. Prolong Floor Surface
   E. Frequent Painting

ANSWER QUESTIONS 5-10 BY WRITING TRUE OR FALSE IN THE SPACES PROVIDED.

5. When cleaning wooden furniture it's important for you to use lots of water when you wash the wood. FALSE

6. Some furniture polishes will damage wood surfaces. TRUE

7. While cleaning lounges you should take time to arrange magazines and books. TRUE

8. The lobby should be cleaned daily. TRUE

9. You do not need to rinse wooden furniture before you polish it. FALSE

10. You can vacuum draperies. TRUE

OBJECTIVE ONE: YOU WILL BE ABLE TO DESCRIBE THREE PROCEDURES USED TO CLEAN METAL OFFICE FURNITURE.

Metal filing cabinets, desks, lamps, tables and chairs are found in most modern offices. There are several reasons why Cleaning Professionals must regularly clean and maintain metal office furniture. The appearance and sanitation of office furniture is important to employees. Metal office furniture will last longer if properly maintained.

You will need a treated dust cloth, two pails (one for rinsing, and one for cleaning), several rags, metal furniture cleaner, metal furniture polish, a hand pad, and a mat to put under the pails. Below is a list of ten simple procedures you can use to safely and thoroughly clean metal office furniture.

1. Prepare cleaning solution according to directions.
2. Remove all items from desk top or cabinet top.
3. Dust all surfaces to be cleaned.
4. Apply cleaning solution to desk top. Scrub to loosen stained areas. If necessary, use a solvent to clean stubborn stains.
5. Apply cleaning solution to sides of desk, and legs of desk and chair.
6. Wipe off cleaning solution from all surfaces.
7. Rinse all surfaces to remove cleaning solution.
8. Polish all metal furniture according to directions.
9. Carefully look at all your work to see if you missed anything.
10. Put all cleaning materials away and rinse out all sponges and cleaning rags.

CAREFULLY REVIEW THE LIST ABOVE and picture yourself progressing through each step. COVER THE LIST ABOVE WITH A SHEET OF PAPER AND ANSWER THE QUESTION BELOW.

REMEMBER TO COVER THE LIST ABOVE.

What are three procedures you would use to clean metal desks?

1. _____

2. _____

3. _____

_____

NOW UNCOVER THE LIST AND CHECK YOUR ANSWERS.

OBJECTIVE TWO: YOU WILL BE ABLE TO DESCRIBE THREE PROCEDURES USED TO CLEAN WOODEN OFFICE FURNITURE.

Wooden office furniture is cleaned and maintained for the same reasons as metal furniture. It looks better and will last longer if it is properly cleaned and maintained.

Wooden furniture needs regular dusting, washing, and polishing. You will need the following cleaning materials: treated dust cloth, two pails (one for cleaning solution and one for rinsing), several rags, a mat to put under the pails, a detergent, a putty knife, and some wood polish. Below is a list of steps you should use when caring for wooden furniture.

1. Prepare cleaning solution according to directions.
2. Remove any chewing gum with putty knife.
3. Damp dust all wooden surfaces.
4. If necessary, wash all surfaces of the wooden furniture, but don't use too much water. If you use too much water and solution, you could ruin the wood. Wash all scuff marks off chair legs.
5. Rinse all surfaces with a clean damp rag.
6. Dry all wooden surfaces.
7. Polish the wooden furniture. Remember to rub with the grain.
8. Wipe off excess polish with a clean dry rag.
9. Check your work to see if you missed any spots.
10. Return all cleaning materials to the storage room and rinse all rags that were used to wash the furniture.

Study over this list carefully. Imagine yourself working through each step.

NOW COVER THE ABOVE LIST WITH A SHEET OF PAPER AND ANSWER THE QUESTION BELOW.

Write three steps you would use to clean wooden office furniture.

1. _____

2. _____

3. _____

_____

NOW UNCOVER THE LIST ABOVE AND CHECK YOUR ANSWERS.

OBJECTIVE THREE: YOU WILL BE ABLE TO LIST THREE WAYS TO EFFECTIVELY CLEAN VENETIAN BLINDS AND CURTAINS.

In addition to cleaning furniture in office areas, Cleaning Professionals must also clean venetian blinds and curtains. Venetian blinds may be made of wood, plastic, or aluminum and can easily collect dust. There are several ways of cleaning venetian blinds. You can simply dust them, damp dust them, vacuum them, or completely wash them.

Regardless of which method you use to clean venetian blinds, you should follow the simple steps below.

1. Before cleaning, lower the blind to its full length and close the slats.
2. Remove any furniture in front of the window.
3. Clean both sides of the slats (front and back).
4. Clean tapes, wands, and other parts of the shade.
5. Return shade to its original position.
6. Move furniture back.

For complete cleaning of venetian blinds or draperies, you may remove them and send them out for commercial cleaning. Make sure that you mark the blind so you know which window it belongs on when it is returned.

Which method below was not mentioned for use while cleaning venetian blinds?_____

damp dusting scouring complete cleaning

dusting vacuuming

CHECK YOUR ANSWER BY LOOKING AT THE UNDERLINED AREAS ABOVE.

The best way to clean draperies on a regular basis is by vacuuming. All you need is a ladder, a vacuum cleaner and attachments, and a drapery brush. Follow the steps below.

1. Set up the ladder.
2. Remove tie backs and close the draperies.
3. Plug in vacuum and vacuum the drapery. Start at the top and work down. Remember to vacuum the pleats.
4. Vacuum both sides.
5. Open drapes and replace tie-back.
6. Dust the rod, hooks, and cord.

Drapes should be cleaned periodically by a professional dry cleaner.

Study the steps about vacuuming drapes. Then turn the page and see how many of them you can write in the spaces.

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

CHECK YOUR ANSWERS BY COMPARING THEM TO THE LIST ON PAGE 6.

OBJECTIVE FOUR: YOU WILL BE ABLE TO LIST AT LEAST FOUR CLEANING PROCEDURES FOR THE CLEANING OF OFFICE LOUNGES AND LOBBIES.

As a Cleaning Professional you'll probably be cleaning office lounges and lobbies. These areas are especially important and must be kept very clean and tidy. Visitors often wait in lounges or lobbies and employees often take their breaks in the lounge or lobby.

You clean a lounge or lobby like you would clean any other room, but there are specific steps you can work through to make sure you haven't missed anything. These steps are listed below.

1. Empty waste baskets and ash trays. Then wipe them clean.
2. Damp dust widow sills, radiator, vents, and woodwork.
3. Damp dust furniture, TV, magazine racks and tables, pictures or wall hangings. Neatly arrange the magazines on stands or tables.
4. Damp dust vending machines.
5. Wash windows regularly and the entrance doors to the lobby. If weather is rainy or muddy, clean the floor runner by the doors every couple of hours.
6. Dust and vacuum curtains or shades.
7. Damp mop the floor or vacuum the carpet (move furniture and clean entire floor).
8. Polish furniture.
9. Clean any glass partitions.
10. Dust and clean light fixtures.
11. Vacuum sofas and stuffed chairs.
12. Clean restrooms and drinking fountains.

Study this list carefully and imagine yourself working through each step. NOW COVER THE LIST AND ANSWER THE QUESTION BELOW.

---

As a Cleaning Professional, what are four procedures you would use to clean an office lounge or lobby?

1._____

2._____

3._____

4._____

UNCOVER THE LIST AND CHECK YOUR ANSWERS.

OBJECTIVE FIVE: YOU WILL BE ABLE TO IDENTIFY FOUR IMPORTANT STEPS IN THE CLEANING OF OFFICE STAIRWAYS AND ELEVATORS.

Cleaning Professionals must clean stairways carefully. Stairways must be free of litter, dirt, and dust for safety and appearance. Remember to always set up caution signs at each entry door to the stairway and to always leave a path for traffic to pass. If you remember these two major safety rules while you clean stairways you will reduce the chances of someone getting hurt,including yourself. Usually you should clean half of the step at a time, and leave the other half for traffic to pass. Remember to dry each step after cleaning.

You need only a few materials to clean stairways. Below is a list of the materials you'll need to clean stairs.

1. Putty knife or scraper
2. Two "Caution" signs or "Wet Floor" signs
3. Sweeper brush and dustpan
4. Treated floor cloths
5. Detergent
6. Mop pail or wringer

Remember to clean the entrance doors to the stairways. Then proceed through the following steps.

1. Pick up all litter and debris.
2. Dust mop each step.
3. Clean corners carefully (a small portable vacuum works best).
4. Damp dust the railing and spindles.
5. Clean walls (especially around light switches) and railings.
6. Clean any radiators or vents.
7. Clean light globes and panels with damp dust cloth.
8. Remove any gum or candy from steps with putty knife.
9. Using detergent solution, mop the steps (don't use too much water on the steps).
10. Rinse, if necessary, and dry each step thoroughly.

Elevators also need thorough and careful cleaning. Since they are used often, elevators need to be cleaned daily. Read the suggestions below.

1. Wash off finger prints and smudges around the signal button.
2. Wash outside doors with a detergent solution, then polish dry.
3. Get the elevator to your floor and switch it to the "off" position.
4. Wash inside doors with a detergent solution, then polish dry.
5. Scrub door tracks, but don't use too much water or it will run down the elevator shaft. (You can also use a vacuum for this.)
6. Clean railing and other interior surfaces, and polish all metal surfaces.
7. Scrape candy or gum off floors or walls.
8. Wet mop the floor or vacuum if carpeted.
9. Clean ceiling and light fixtures.

Study the methods used to clean elevators and stairways. Then answer the question below.

In your own words, list four things you would do while cleaning an elevator or stairway.

1. _____

_____

2. _____

_____

3. _____

_____

4. _____

_____

CHECK YOUR ANSWERS BY LOOKING AT THE LISTS ON PAGE 9.

**********

SUMMARY

In this UNIT you learned the basics of cleaning office areas. Specifically, you learned methods for cleaning metal and wooden office furniture and curtains and venetian blinds. You also learned how to clean lobbies, lounges, stairways, and elevators.

Review this UNIT and then take the post-test on page 11 when you are ready.

**********

POST-TEST FOR UNIT FOUR-CLEANING OFFICE AREAS

1. When polishing wooden furniture, you should:_____
   A. Polish with the grain
   B. Polish against the grain
   C. First polish with the grain and then against it

2. The best way to remove excess polish from wooden furniture is to gently soak it off with a detergent solution. TRUE or FALSE

3. You should rinse detergent off metal furniture before you polish it. TRUE or FALSE

4. Which method below is commonly used for the cleaning of venetian blinds?_____

A. Scouring
B. Bleaching
C. Soak in laundry detergent
D. Vacuum cleaning

5. While cleaning draperies, it is best to :_____

A. Work from the bottom and go up
B. Work from the top and go down
C. Work from the bottom on the back of the drape and from the top on the front of the drape

6. Why is it especially important for you to clean the entrance doors and windows to the lobby?_____

A. They get dirty faster than the rest of the lobby.
B. Dirty windows will not let in sunlight.
C. They are the first things that visitors see.

7. A putty knife can be used to scrape sticky materials off elevator walls or stairs. TRUE or FALSE

8. Which safety rule was not mentioned for cleaning stairs?_____

A. Leave a path open for traffic.
B. Use "Caution-Wet Floor" signs.
C. Dry each step carefully.
D. Polish each step.

9. A portable vacuum cleaner is handy for cleaning steps. TRUE or FALSE

10. Vacuuming is a common method used to clean drapes. TRUE or FALSE

ANSWERS TO POST-TEST FOR UNIT FOUR-CLEANING OFFICE AREAS

1. When polishing wooden furniture, you should: A
   A. Polish with the grain
   B. Polish against the grain
   C. First polish with the grain and then against it

2. The best way to remove excess polish from wooden furniture is to gently soak it off with a detergent solution. TRUE or FALSE

3. You should rinse detergent off metal furniture before you polish it. TRUE or FALSE

4. Which method below is commonly used for the cleaning of venetian blinds? D

A. Scouring
B. Bleaching
C. Soak in laundry detergent
D. Vacuum cleaning

5. While cleaning draperies, it is best to : B

A. Work from the bottom and go up
B. Work from the top and go down
C. Work from the bottom on the back of the drape and from the top on the front of the drape

6. Why is it especially important for you to clean the entrance doors and windows to the lobby? C

A. They get dirty faster than the rest of the lobby.
B. Dirty windows will not let in sunlight.
C. They are the first things that visitors see.

7. A putty knife can be used to scrape sticky materials off elevator walls or stairs. TRUE or FALSE

8. Which safety rule was not mentioned for cleaning stairs? D

A. Leave a path open for traffic.
B. Use "Caution-Wet Floor" signs.
C. Dry each step carefully.
D. Polish each step.

9. A portable vacuum cleaner is handy for cleaning steps. TRUE or FALSE

10. Vacuuming is a common method used to clean drapes. TRUE or FALSE

UNIT FIVE--SAFETY AND SECURITY

BY: ELLEN R. SMITH

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## UNIT FIVE--SAFETY AND SECURITY

### OVERVIEW

This UNIT will introduce you to the basics in fire safety and building security. You will learn common causes of fires and how to prevent fires. You'll also learn security rules and what to do in case of an emergency.

Work on this UNIT at your own pace, and ask your teacher if you need help. If you don't understand an idea, ask you teacher to help you. Do not continue in this UNIT if you are confused or don't understand the material.

### RATIONALE

Since Cleaning Professionals often work after other employees have left, it's important to know about safety and security procedures. Part of your job as a Cleaning Professional is to spot causes of fires before fires develop. You are responsible for locking all doors and making sure that the building is safe and secure before you quit your shift. This UNIT will present you with basic safety standards and security procedures.

### OBJECTIVES

1. You will be able to identify three common causes of fire and state how to prevent fires in each instance.

2. You will be able to list four places or areas that often become fire hazards.

3. You will be able to list five procedures to follow if you discover a fire or notice smoke.

4. You will be able to identify three important fire safety rules.

5. You will be able to list five common security problems that you must be aware of.

6. You will be able to identify three things you should do if you suspect a crime is being or has committed.

PRE-TEST FOR UNIT FIVE--SAFETY AND SECURITY

1. List three common causes of fires found in buildings.

   1. _____

   2. _____

   3. _____

2. List four places or areas that are often the scene of a fire.

   1._____ 2. _____

   3._____ 4. _____

3. It's best to empty ashtrays in cans filled with sand or water. TRUE OR FALSE

4. A common misuse of electricity is the overloading of a circuit. TRUE OR FALSE

5. The janitor's closet or storage room may be a common fire hazard. TRUE OR FALSE

6. If you see an "open safe" you should close it and immediately call your supervisor. TRUE OR FALSE

7. Windows that are closed but unlocked can be a security problem. TRUE OR FALSE

8. Define "spontaneous ignition."

   Spontaneous ignition is_____

   _____

   _____

9. Why should you know the floor plan of the building you clean?

   _____

   _____

   _____

10. "Fuel" can be any material that burns. TRUE OR FALSE

ANSWERS TO PRE-TEST FOR UNIT FIVE--SAFETY AND SECURITY

1. List three common causes of fires found in buildings.

   1. smoking and matches

   2. spontaneous combustion

   3. misuse of electricity (4. defects in heating system
      5. improper rubbish removal)

2. List four places or areas that are often the scene of a fire.

   1. basement lockers  2. elevator motor rooms

   3. electrical rooms  3. furnace rooms

   (also the janitor closet and the storage rooms)

3. It's best to empty ashtrays in cans filled with sand or water. TRUE

4. A common misuse of electricity is the overloading of a circuit. TRUE

5. The janitor's closet or storage room may be a common fire hazard. TRUE

6. If you see an "open safe" you should close it and immediately call your supervisor. FALSE

7. Windows that are closed but unlocked can be a security problem. TRUE

8. Define "spontaneous ignition."

   Spontaneous ignition is a fire that starts because materials like dirty oily rags generate enough heat to start a fire without actually lighting a match. The chemicals in oily rags create enough heat to start a fire on their own.

9. Why should you know the floor plan of the building you clean?

   You should know the floor plan because you might have to get out in case of a fire. You might have to describe the location of an accident or fire to firemen or police.

10. "Fuel" can be any material that burns. TRUE

OBJECTIVE ONE: YOU WILL BE ABLE TO IDENTIFY THREE COMMON CAUSES OF FIRE AND STATE HOW TO PREVENT FIRES IN EACH INSTANCE.

As a Cleaning Professional you will have access to every room in a large building or office area. You will need to be on the lookout for fire hazards and dangerous areas. Always be alert and tell your supervisor about any hazardous area. Look at the major causes of fires in the list below.

1. Smoking or matches
2. Misuse of electricity
3. Spontaneous combustion or ignition
4. Defects in the heating system
5. Improper rubbish removal

NOTE: YOU SHOULD KNOW WHERE FIRE EXTINGUISHERS ARE LOCATED.

By knowing what to look for, you can spot dangerous areas and prevent a fire from starting. Read below some common prevention procedures you can use to prevent fires in the building or office area that you clean.

1. Smoking and matches---Make sure that ashtrays are provided in smoking areas. When you empty ashtrays remember to empty them into a pail of water or sand. NEVER EMPTY ASHTRAYS INTO A PAPER CONTAINER OR INTO OTHER TRASH CANS. If you smoke, make sure you smoke in smoking areas. Remember to put your butts into an ashtray and to clean up after yourself.

2. Misuse of electricity---Look for defective outlets and report them. Circuits can be overloaded by employees plugging in too many electrical cords into outlets. Frayed or worn cords can also be a hazard. Report any irregularities to your supervisor. If you smell a burning odor immediately call the fire department, because it could be a short in the wiring.

3. Spontaneous combustion or spontaneous ignition can occur in building storage areas. Dirty and oily rags piled on top of one another can create enough heat to start a fire. Make sure that rags are disposed of properly. Trash and rubbish areas can also be the scene of spontaneous combustion. Trash should not be left uncovered, and damp trash should be properly ventilated. Trash must be removed properly, especially if it has been accumulating for awhile.

4. Defects in the heating system---Report any suspicious odors that come from the heating vents. Make sure that the furnace room is not cluttered with trash or dirty, oily, damp rags.

5. Improper rubbish removal---Be careful disposing of trash. Spontaneous combustion can occur if you aren't careful. Be especially careful when removing oily, greasy, wet, and dirty rags. Empty waste containers regularly so that it does not accumulate and start a spontaneous combustion.

REVIEW THE COMMON CAUSES OF FIRES THEN ANSWER THE QUESTION.

List three common causes of fires that may occur in buildings you clean.

1._____

2._____

3._____

CHECK YOUR ANSWERS BY TURNING BACK TO PAGE 4.

Now review the procedures you can use to prevent fires from occurring. Answer the questions below.

How can you prevent "spontaneous ignition"?

_____

What are two electrical problems that may cause a fire?

1._____

2._____

Why should you empty ashtrays into a pail of water or sand?

_____

CHECK YOUR ANSWERS BY COMPARING THEM TO THE PROCEDURES LISTED ON PAGE 4.

OBJECTIVE TWO: YOU WILL BE ABLE TO LIST FOUR PLACES OR AREAS THAT OFTEN BECOME FIRE HAZARDS.

There are three elements that are necessary to start any fire.

1. Fuel (any substance that will burn)
2. Heat (which can be generated by oily,greasy, rags)
3. Oxygen

When these three elements are present, a fire will soon follow. You must be aware of the places where fires are apt to start. Below is a list of places or areas that often become fire hazards.

NOTE: YOU SHOULD KNOW WHERE FIRE EXTINGUISHERS ARE LOCATED.

1. Storage Rooms (Look for accumulated rags and paper.)

2. Basement lockers (Be alert for any suspicious odors.)

3. Elevator motor rooms (Be alert for a burning odor.)

4. Telephone and electrical rooms (Be aware of odors that smell like wires burning.)

5. Furnace or boiler rooms (Keep these areas clean and free from trash and rags. Also be aware of any suspicious odors.)

6. Janitor closet (Keep it orderly and dispose of greasy rags.)

COVER THIS PAGE TO THE LINE BELOW AND ANSWER THE QUESTIONS.

---

1. Name four places where fires are apt to start.

1._____ 2._____

3._____ 4._____

2. Besides heat and oxygen, what element is necessary for a fire to start.

_____

NOW UNCOVER THE TOP PART OF THIS PAGE AND CHECK YOUR OWN ANSWERS.

OBJECTIVE THREE: YOU WILL BE ABLE TO LIST FIVE THINGS TO DO IF YOU DISCOVER A FIRE OR NOTICE SMOKE.

If you should discover a fire, notice smoke, or smell a burning odor there are several things you must do. Keep calm and follow the steps below.

1. Call the Fire Department (911 is the number to call). Tell them the nature of the fire or complaint and give them your name and address. It is important that you call the fire department even if you can't locate where a burning odor is coming from or if the fire looks small. If you are unsure call the fire department anyway.

2. Leave the area immediately (if you can, close the doors and windows--this helps confine the fire so it won't spread as quickly).

3. Leave the building as quickly as you can. If you can, turn on the fire alarm to warn others of the fire.

4. If the fire is small try to put the fire out with a fire extinguisher. But remember, the most important thing is for you to reach safety. Fires can spread rapidly so don't put yourself in danger by trying to put out a fire.

5. GET OUT. Get to safety as quickly as you can and wait for the fire department. Meet them and tell them where the fire is and what you think the cause might be.

REVIEW these five procedures. Now COVER up the five rules with a piece of paper or cardboard and answer the question below.

---

List the five procedures you should follow if you discover a fire in a building that you are cleaning.

1. _____

2. _____

3. _____

4. _____

5. _____

NOW CHECK YOUR ANSWERS BY UNCOVERING THE TOP OF THE PAGE.

OBJECTIVE FOUR: YOU WILL BE ABLE TO IDENTIFY THREE IMPORTANT FIRE SAFETY RULES.

Since the building or office area that you are cleaning may be quite large, a fire could start in many different areas. A few safety rules will help you be better prepared should a fire or emergency arise while you are working. Read the rules below.

1. Know the floor plan of your building. It will be easier for you to get out, and you will be able to describe the location of a fire to the fire department.

2. Know all the exit routes. You should know where the stairs, hallways, and elevators are. You should know where all the exit doors are so you can leave immediately.

3. Know where all the fire alarms are. Remember, if you can't get to the alarm it's OK. You must reach safety and call the fire department.

4. Know where the fire extinguishers are. You should also know how to use them. Most of the extinguishers have directions written on the outside. Read the directions so you'll know how to put out a fire. Ask someone how the extinguishers work.

5. Close all windows and doors if there is a fire. This keeps the fire from spreading too quickly.

6. Know the emergency phone numbers (911).

REVIEW these safety rules and then COVER them with a sheet of cardboard or paper. Then go on to the question below.

---

1. Why should you know the floor plan of your building in the event of an emergency?

---

2. Why should you try to close all doors and windows at the scene of a fire?

---

3. Which safety rule below was not mentioned._____

a. Know where fire alarms are.
b. Know how to use the fire extinguishers.
c. Know emergency phone numbers.
d. Get everyone out of the building.

CHECK YOUR ANSWERS BY UNCOVERING THE TOP PART OF THE PAGE.

OBJECTIVE FIVE: You will be able to list five common security problems that you, as a Cleaning Professional, must be aware of.

The safety and security of the building you clean is part of your job. As a Cleaning Professional, you are trusted with the keys to all offices and areas. You may discover security problems that careless employees left. You must be aware of some of the common security problems you might encounter while cleaning a building. Below is a list of common mistakes that can result in a major security problem.

1. Unlocked or open office doors

2. Unlocked main entrance or exit doors

3. Unlocked or open windows

4. Equipment that is left on or running

5. Lights left on

These are considered major mistakes. If doors, entrances, exits, and windows are left open or unlocked, anyone can enter the premises. If lights are on and the curtains or shades are open, anyone can look inside. Watch for equipment that is left on (especially if it is not normally left on). Some electrical equipment could get overheated and start a fire.

REVIEW these security problems and answer the question below. Remember to COVER the top part of the page before answering the question.

---

List five common security problems you should be aware of while you clean buildings.

1._____

2._____

3._____

4._____

5._____

NOW CHECK YOUR ANSWERS BY UNCOVERING THE TOP PART OF THIS PAGE.

OBJECTIVE SIX: YOU WILL BE ABLE TO IDENTIFY THREE THINGS YOU SHOULD DO IF YOU SUSPECT A CRIME IS OR HAS BEEN COMMITTED.

As you clean an office area or building you might discover the scene of a crime. You may find an open safe, broken windows or doors, doors that have been forced open, or suspicious and unauthorized persons in the building. Below is a brief list of things you should do if you happen to discover something suspicious.

1. Leave the building and lock the entrance.

2. Call your supervisor (if you think someone else is in the building call the police before you call the supervisor).

3. Call the police.

4. Don't touch anything, remove anything, or clean anything in the area. (Do not close a safe that is opened. Leave everything the way you found it.)

5. You may want to approach suspicious persons and question them about why they are in the building. (Use your own judgment, it's usually best to leave the questioning up to the police.)

6. If possible record the license plate number of any suspicious vehicle. Write down a description of the person to give to the police. (Note hair color, height, clothing, and any noticeable characteristics or traits.)

7. Never allow any person other than the owner in a building if they do not have their own key.

REVIEW THESE SUGGESTIONS THEN ANSWER THE QUESTIONS BELOW.

REMEMBER TO COVER THE TOP PORTION OF THIS PAGE BEFORE YOU ANSWER THE QUESTIONS.

---

1. Name two possible crimes that you might discover while cleaning an office or building.

1._____

2._____

2. In addition to calling the police and your supervisor, what are two other things you should do if you discover the scene of a crime?

1._____

2._____

**********

SUMMARY: In this UNIT you learned basic rules and procedures to follow if you discover a fire or a crime scene. You also learned how to prevent fires and fire hazards that you should look for as you clean and maintain a building. You learned specific security procedures. Review this UNIT and ask your teacher to help you with anything you don't understand. When you are ready go on to the next page and take the post-test on Safety and Security.

**********

POST-TEST FOR UNIT FIVE--SAFETY AND SECURITY

1. Name the two components besides heat that are necessary to start a fire.

1._____ 2._____

2. Explain what you'd do if you saw an unauthorized person in the building you were cleaning.

_____

_____

3. Name two common causes of "spontaneous ignition."

1._____ 2._____

4. State one main reason you should close doors and windows if possible during a fire.

_____

_____

5. If you doubt whether a fire or smoke is serious enough to call the fire department, you should call anyway. TRUE OR FALSE

6. Choose the <u>one</u> area below that is not a common place for a fire to start. _____

a. Boiler Rooms
b. Basement Lockers
c. Bathrooms
d. Storage Rooms

7. Which is <u>not</u> a major cause of fire? _____

a. Smoking and matches
b. Improper rubbish removal
c. Misuse of electricity
d. Oil lamps

8. 911 is the emergency number. TRUE OR FALSE

9. You should never steal <u>anything</u> from the buildings, offices, or homes you clean. TRUE OR FALSE

10. Defects in the heating system is not a common cause of fires. TRUE OR FALSE

ANSWERS TO POST-TEST FOR UNIT FIVE--SAFETY AND SECURITY

1. Name the two components besides heat that are necessary to start a fire.

1. oxygen 2. fuel

2. Explain what you'd do if you saw an unauthorized person in the building you were cleaning.

I would question the person or if he or she looked dangerous or suspicious I would call the police and my supervisor.

3. Name two common causes of "spontaneous ignition."

1. improper storage of dirty rags 2. uncovered trash cans

(3. improper ventilation of damp rubbish, and 4. improper removal of accumulated trash and garbage)

4. State one main reason you should close doors and windows if possible during a fire.

I should close doors and windows because it stops the fire from spreading so fast.

5. If you doubt whether a fire or smoke is serious enough to call the fire department, you should call anyway. TRUE

6. Choose the one area below that is not a common place for a fire to start. C

a. Boiler Rooms
b. Basement Lockers
c. Bathrooms
d. Storage Rooms

7. Which is not a major cause of fire? D

a. Smoking and matches
b. Improper rubbish removal
c. Misuse of electricity
d. Oil lamps

8. 911 is the emergency number. TRUE

9. You should never steal anything from the buildings, offices, or homes you clean. TRUE

10. Defects in the heating system is not a common cause of fires. FALSE

UNIT SIX--WALL CLEANING

BY: ELLEN R. SMITH

FOR: RENTON VOCATIONAL TECHNICAL INSTITUTE

1986

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# UNIT SIX--WALL CLEANING

## OVERVIEW

In this UNIT you will learn how to clean walls. You will learn the techniques and the steps for using the "wallmaster" machine. You will also learn how to clean walls by hand and the steps to follow in preparing to clean walls.

Work on this UNIT at your own pace, and ask your teacher if you need help. If you don't understand an idea, ask your teacher to help you. Do not continue in this UNIT if you are confused or don't understand the material.

## RATIONALE

Although you won't have to clean walls everytime you clean a building (except in special cases like hospital rooms), you will need to clean walls on a regular basis. You will need to keep the walls free of dust, cobwebs, dirt, and stains. In this UNIT you will learn basic wall cleaning procedures.

## OBJECTIVES

1. You will be able to list three reasons why walls need to be washed.

2. You will be able to list five materials you need for proper wall cleaning.

3. You will be able to state three steps you must follow prior to cleaning walls.

4. You will be able to describe three techniques you would use to wash and rinse walls.

5. You will be able to list the five preparation steps to using the "wallmaster" machine.

6. You will be able to identify three important techniques you use while cleaning walls with the wallmaster.

PRE-TEST FOR UNIT SIX--WALL CLEANING

1. State two reasons for cleaning walls other than making walls look better.

1._____

2._____

2. Dirty walls can reduce the amount of light in a room. TRUE OR FALSE

3. It's best to add germicide directly to cleaning solution if you want to disinfect the walls. TRUE OR FALSE

4. Which material below is not usually used in the process of cleaning walls? _____

A. sponges or rags
B. duster
C. bristle brush
D. pails
E. abrasive powder
F. paint remover

5. You should dust the walls from the top of the wall to the bottom of the wall. TRUE OR FALSE

6. You should wash the walls starting at the top. TRUE OR FALSE

7. If you're in a hurry it's not necessary to rinse walls. TRUE OR FALSE

8. When using the wallmaster, how much pressure should you pump into the tanks? _____

A. 30-35 pounds
B. 40-45 pounds
C. 50-60 pounds
D. 20-25 pounds

9. The "wallmaster" machine will scrub the walls; you just need to hold it against the wall. TRUE OR FALSE

10. When cleaning ceilings with the wallmaster, you need to take a (larger or smaller) sweep than when cleaning walls._____
Choose either <u>larger</u> or <u>smaller</u> for your answer.

ANSWERS TO PRE-TEST FOR UNIT SIX--WALL CLEANING

1. State two reasons for cleaning walls other than making walls look better.

1. Clean walls are sanitary and reduce the chances of spreading infection.
2. Clean walls reflect more light and can reduce accidents.

2. Dirty walls can reduce the amount of light in a room. TRUE

3. It's best to add germicide directly to cleaning solution if you want to disinfect the walls. FALSE

4. Which material below is not usually used in the process of cleaning walls? paint remover

A. sponges or rags
B. duster
C. bristle brush
D. pails
E. abrasive powder
F. paint remover

5. You should dust the walls from the top of the wall to the bottom of the wall. FALSE

6. You should wash the walls starting at the top. TRUE

7. If you're in a hurry, it's not necessary to rinse walls. FALSE

8. When using the wallmaster, how much pressure should you pump into the tanks? A. 30-35 pounds

A. 30-35 pounds
B. 40-45 pounds
C. 50-60 pounds
D. 20-25 pounds

9. The "wallmaster" machine will scrub the walls; you just need to hold it against the wall. FALSE

10. When cleaning ceilings with the wallmaster, you need to take a (larger or smaller) sweep than when cleaning walls. smaller
Choose either larger or smaller for your answer.

OBJECTIVE ONE: YOU WILL BE ABLE TO LIST THREE REASONS WHY WALLS NEED TO BE WASHED.

OBJECTIVE TWO: YOU WILL BE ABLE TO LIST FIVE MATERIALS YOU NEED FOR PROPER WALL CLEANING.

Although you won't clean walls every time you clean a room, you will need to wash walls occasionally. If you are cleaning hospital or clinic rooms you may need to wash the walls frequently. There are several reasons why walls need to be cleaned on a regular basis.

1. The most obvious reason for cleaning walls is appearance. Clean walls look better than dirty ones. Employees, clients, and visitors will notice dirty walls.

2. Another reason for keeping walls clean is sanitation. Clean walls help reduce the spread of infection. You may use a germicide or disinfectant to further reduce the spread of infection.

3. Clean walls reflect more light and can reduce the number of accidents in a building. Dirty walls are dingy and reduce illumination.

4. Clean walls prolong the life of the wall surface. If dirt and grease are regularly removed from walls frequent repainting will not be required. Grease and dirt can build up on a wall surface and ruin the surface.

You will need several materials on hand to wash and prepare the walls for cleaning. Below is a list of the standard materials you'll need to wash walls by hand.

-SD or DSD (near neutral)
-two pails (1 for rinsing, one for washing)
-drop cloth, rags, sponges
-wall duster
-ladder or portable scaffold
-abrasive powder
-germicide or disinfectant
-light color scratch pad
-bristle brush (for rough surfaces)
-Squeegee (you can wash some walls with a squeegee)

If you use the "wallmaster" machine for wall washing, you'll need turkish towels, the machine, and it's attachments, in addition to the list above.

REVIEW THE LIST OF MATERIALS YOU'LL NEED FOR WALL CLEANING AND THE REASONS FOR WALL CLEANING. NOW GO ON TO THE QUESTIONS ON THE NEXT PAGE.

List three reasons why you should periodically clean walls.

1. _____

2. _____

3. _____

List five materials you should have on hand for wall cleaning.

1. _____

2. _____

3. _____

4. _____

5. _____

NOW CHECK YOUR ANSWERS BY TURNING BACK TO PAGE 5.

OBJECTIVE THREE: YOU WILL BE ABLE TO STATE THREE STEPS YOU MUST DO PRIOR TO CLEANING WALLS.

If you are cleaning walls by hand you need to follow the preparation steps below. Remember, you follow these steps before you begin to wash the walls.

1. First you need to get all your materials and equipment to the location you're going to start cleaning the walls.

2. Then you need to prepare the cleaning solution (according to the directions) in one of the pails.

NOTE: If you need to use disinfectant, do not add the disinfectant to the cleaning solution pail. Add disinfectant to the rinse water in the other pail.

3. Next remove pictures and materials from the wall. Move as much furniture as you can away from the walls.

4. Set up ladder (or scaffolding) and use drop cloths to cover furniture that is still close to walls.

5. Now dust the walls with an untreated duster. Dust from the bottom of the wall to the top of the wall to remove loose dust, dirt and cobwebs. Then reverse and dust from the top of the wall to the bottom of the wall.

After these steps have been completed, you are ready to begin the washing process.

---

READ THE LIST ABOVE ONE MORE TIME, THEN COVER IT WITH A PIECE OF PAPER OR CARDBOARD AND ANSWER THE QUESTION BELOW.

---

Put an X next to each preparation step for wall cleaning.

1. Dust the walls._____
2. Scrub walls with abrasive powder._____
3. Apply cleaning solution to walls._____
4. Set up equipment and cover furniture._____
5. Remove pictures from walls._____

CHECK YOUR ANSWERS BY UNCOVERING THE LIST ABOVE.

OBJECTIVE FOUR: YOU WILL BE ABLE TO DESCRIBE THREE TECHNIQUES YOU WOULD USE TO WASH AND RINSE WALLS.

If you want to wash the ceilings and the walls of a room, wash the ceilings first so the dirt and drippings won't soil the clean walls. Then you can clean the walls according to the techniques described below.

1. When you wash walls that are painted, you need to know about the type of paint used. Look at the chart below to learn about the cleaning of the most commonly-used wall paints.

| TYPE OF PAINT | HOW OFTEN YOU CAN WASH |
|---|---|
| Flat Latex Paint | Repaint instead of washing |
| Acrylic Latex (high or semi-gloss) | Can wash once or twice before repainting (be careful when you use abrasives to remove stubborn stains-you could remove the paint too) |
| Oil Base Paint (high, semi-gloss or flat) | Can wash this type of paint many times |

2. Apply cleaning solution to the walls.

   A. Dip your sponge into the cleaning solution you prepared.
   B. Squeeze out excess solution so your sponge is not dripping.
   C. Start washing at the top of the wall. You should try to work at your shoulder height so you won't get fatigued.
   D. Wash the wall in 3 by 3 foot sections with a 3 foot side-by-side stroke.
   E. As the sponge gets drier you can apply more pressure. Don't apply a lot of pressure when the sponge is real wet because you'll cause dripping.
   F. Don't over-reach or stretch too far. Use the 3 by 3 foot cleaning area.
   G. Remember to overlap your cleaning sections by about four inches.

3. Remove any stubborn stains.
   A. Use the abrasive powder and rub lightly. (Be careful, you may remove the wall finish)
   B. Immediately rinse the wall well. Keep rinsing until all traces of the abrasive cleaner are gone.

4. Rinse the wall.
   A. Use the rinse water and sponge (not dripping) to rinse walls.
   B. Rinse the walls a second time overlapping as you rinse.
   (Remember to add disinfectant to the rinse water if you need to disinfect the walls.)
5. Inspect your wall cleaning and replace furniture to its original position.
6. Put materials away or proceed to next cleaning area.

NOTE: YOU MAY WANT TO USE A SQUEEGEE FOR WALL CLEANING.

---

REVIEW THESE STEPS TO WALL WASHING, THEN COVER THEM WITH A SHEET OF PAPER OR CARDBOARD. ANSWER THE QUESTIONS BELOW.

---

Describe 3 cleaning techniques you would use to wash walls.

1._____

2._____

3._____

You should rinse walls at least twice. TRUE OR FALSE

CHECK YOUR ANSWERS BY UNCOVERING THE STEPS ABOVE AND LOOKING BACK TO THE PREVIOUS PAGE.

OBJECTIVE FIVE: YOU WILL BE ABLE TO LIST THE FIVE PREPARATION STEPS TO USING THE WALLMASTER MACHINE.

If you use a wallmaster machine to assist you while cleaning walls there are several things you must do first. Remember to read the instructions for the use of your wallmaster machine (some machines don't require rinsing others do).

1. First fill the solution tank.
   A. Remove cap and fill two-thirds full, about one gallon, with body-temperature water (never with hot water).
   B. Leave about two inches of space at the top of the tanks for the pressure. Never fill the tanks to the top.
   C. Add SD or DSD to the tank. Follow the directions so you get the right mixture.
   D. Tightly screw cap on the tank.

2. Then fill the rinse tank.
   A. Fill about two-thirds full, about one gallon, with water (at body temperature).
   B. If you want to disinfect the walls, add germicide to the rinse water (according to the directions).
   C. Screw cap tightly on the tank.

3. Pump pressure into the tanks.
   A. Making sure the caps are screwed on tightly, begin pumping pressure into the tanks.
   B. Pump pressure into tanks until there is 30-35 pounds of pressure on the gauge.
   C. Maintain pressure above 15 pounds. (Under normal conditions the pressure will last several hours.)

4. Attach pads to trowels.
   A. Fold the pads in half before attaching to trowels.
   B. Fold one side of pad in under the clamps and stretch the pad tightly over the face of the trowel and attach to the other side. Be sure pad is on tightly and has no folds on the face of the trowel.
   C. Turkish towels work best for wall washing.

5. Saturate or soak pads.
   A. Press the release button until the pad is wet, but not dripping or sopping. Make sure both the cleaning and the rinsing pads are wet.
   B. The drying pad should not be wet, but the pad should be applied to the trowel like the others.
   C. The trowel/pad used for washing walls is in the tank with the red handle.
   D. The trowel/pad used for rinsing walls in in the tank with the white handle.

Now you are ready to use the wallmaster for washing walls.

LOOK OVER THE STEPS FOR PREPARING THE WALLMASTER FOR WALL CLEANING. THEN ANSWER THE QUESTIONS BELOW.

1. Why should you leave a two-inch air space at the top of the tanks after filling them?

2. How much pressure should you pump into the tanks?

_____pounds

3. Describe how you fasten the pads to the trowels.

CHECK YOUR ANSWERS BY LOOK BACK TO THE PREVIOUS PAGE.

OBJECTIVE SIX: YOU WILL BE ABLE TO IDENTIFY THREE IMPORTANT TECHNIQUES YOU USE WHILE CLEANING WALLS WITH THE WALLMASTER.

The operation of the wallmaster is quite easy. You will get better at using the machine with practice. Follow the steps outlined below.

1. Place the cleaning trowel comfortably in your hand. Use your thumb to release more cleaning solution as you need it. Gently slide the trowel over the wall in a 5 or 6 foot stroke as you wet the entire area. Then slide back over the same areas to remove loosened dirt.

DO NOT PRESS TOO HARD. THE WALLMASTER IS NOT A SCRUBBING MACHINE.

DO NOT RELEASE TOO MUCH CLEANING SOLUTION OR YOU WILL HAVE A DRIPPY MESS.

2. Rinse the wall with the rinsing trowel. (Use the same technique as above.) Overlap and rinse area at least twice.

3. Overlap as you clean and rinse. Remember not to flood the wall area with cleaning solution or rinsing solution.

4. Dry the wall with the drying trowel. Do not use the drying trowel on a dirty area. Use it only after the area has been cleaned and rinsed.

5. If you are washing ceilings with wallmaster use the same techniques but clean the ceiling with three foot strokes instead of 5 or 6 foot strokes. When working over your head it's easier to use smaller strokes.

6. Change pads when they become dirty. Usually one pad can be used to clean 400-500 square foot area. Since the pads are folded they can absorb a lot of dirt. Replace the washing pad with a clean one. The rinsing and drying pads can be turned over and reused when dirty.

7. Remove stubborn stains by using the edge of the cleaning trowel and rubbing gently. You may need to use a small hand pad to remove furniture scuffs. Dip the hand pad into the solution and rub gently. IF YOU RUB TOO HARD YOU'LL REMOVE THE PAINT. Rinse the wall after working on stubborn stains.

8. Clean up the equipment. Release the pressure from the tanks before unsrewing the cap and emptying them. Rinse the tanks. Remove the pads. Clean the surfaces of the tanks and the wall washer. Then rinse and polish dry.

---

CAREFULLY READ OVER THE STEPS FOR USING THE WALLMASTER. THEN GO ON TO ANSWER SOME QUESTIONS ABOUT THE OPERATION OF THE WALLMASTER.

Why should you apply the cleaning solution with gentle strokes? (What happens if you rub the wall too hard?)

_____

_____

What happens if you use too much rinsing or cleaning solution on the wall?

_____

_____

Under normal conditions, how much wall area can you clean with one pad?

_____square feet

There are three basic steps in cleaning walls with the wallmaster. The first two are listed below. What is the third one?

1. Washing
2. Rinsing
3. _____

LOOK BACK TO THE PREVIOUS PAGE TO CHECK YOUR ANSWERS.

**********

SUMMARY

In this UNIT you learned the reasons for wall cleaning and the techniques you would use to thoroughly clean and rinse walls. You learned about the use of the wallmaster machine and about the preparation process for cleaning walls. Review this UNIT and when you are ready, go on to the post-test on the next page.

**********

POST-TEST FOR UNIT SIX--WALL CLEANING

1. List three reasons why you should periodically wash walls.

1._____

2._____

3._____

2. How can you remove stubborn stains from walls? _____

A. Use germicide
B. Use silicone cleaners
C. Use disinfectant
D. Use abrasive powder

3. Germicide is used in the rinse water to disinfect walls. TRUE OR FALSE

4. Which step below is not a preparation step to wall washing?_____

A. Rinse walls
B. Dust walls
C. Clear walls of pictures
D. Prepare cleaning solution

5. If washing ceilings too, you should wash them after the walls. TRUE OR FALSE

6. Why should you try to wash walls at your shoulder height?

_____

7. After washing the wall and removing stubborn stains, you must rinse the wall. TRUE OR FALSE

8. List five steps you perform to prepare the wallmaster for operation.

1._____

2._____

3._____

4._____

5._____

9. It is important to overlap the wall surfaces when you are cleaning the wall with the wallmaster. TRUE OR FALSE

10. Under average conditions, the wallmaster pad will clean_____.

A. 100-200 square feet
B. 600-700 square feet
C. 300-350 square feet
D. 400-500 square feet

ANSWERS TO POST-TEST FOR UNIT SIX--WALL CLEANING

1. List three reasons why you should periodically wash walls.

1. Clean walls look nicer.
2. Clean walls are sanitary and reduce the spread of infection.
3. Clean walls reflect more light and can help prevent accidents.

2. How can you remove stubborn stains from walls? D

A. Use germicide
B. Use silicone cleaners
C. Use disinfectant
D. Use abrasive powder

3. Germicide is used in the rinse water to disinfect walls. TRUE

4. Which step below is not a preparation step to wall washing? A

A. Rinse walls
B. Dust walls
C. Clear walls of pictures
D. Prepare cleaning solution

5. If washing ceilings too, you should wash them after the walls. FALSE

6. Why should you try to wash walls at your shoulder height?

Washing walls at should height will reduce fatigue.

7. After washing the wall and removing stubborn stains, you must rinse the wall. TRUE

8. List five steps you perform to prepare the wallmaster for operation.

1. Fill the solution tank.
2. Fill the rinse tank.
3. Pump pressure into the tank.
4. Fasten the pads to the trowel.
5. Saturate the pads.

9. It is important to overlap the wall surfaces when you are cleaning the wall with the wallmaster. TRUE

10. Under average conditions, the wallmaster pad will clean D.

A. 100-200 square feet
B. 600-700 square feet
C. 300-350 square feet
D. 400-500 square feet

UNIT SEVEN--HARD AND RESILIENT FLOOR CARE

BY: ELLEN R. SMITH

FOR: RENTON VOCATIONAL TECHNICAL INSTITUTE

1986

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# UNIT SEVEN--HARD AND RESILIENT FLOOR CARE

## OVERVIEW

In this UNIT you will learn about the different kinds of hard and resilient floor coverings. You will learn how to clean and maintain these floors. You will learn which techniques work best on the different kinds of hard and resilient flooring.

Work on this UNIT at your own pace, and ask your teacher if you need help. If you don't understand an idea, ask your teacher to help you. Do not continue in the UNIT if you are confused or don't understand the material.

## RATIONALE

If you maintain a floor on a regular basis you'll save yourself a lot of work. If dirt, soil, and grit are allowed to build up on a floor surface, you will need to spend a lot of time and effort to clean the floor. Part of your job as a Cleaning Professional will be to keep floors free of dirt and dust. In this UNIT you will learn the basic procedures you'll use to clean hard and resilient floors.

## OBJECTIVES

1. You will be able to list three major reasons for keeping floors clean.

2. You will be able to list and define three of the six basic floor care operations.

3. You will be able to list the five major types of hard and resilient floor coverings.

4. You will be able to identify the common floor coverings within each major type of hard or resilient floors.

5. You will be able to identify the do's and don'ts for the care of each type of hard or resilient floor covering.

PRE-TEST FOR UNIT SEVEN--HARD AND RESILIENT FLOOR CARE

1. Besides appearance, what are two reasons for keeping floors clean?

1._____

2._____

2. Which method below was not mentioned as a way to prevent dirt build-up on floors?_____

A. Door mats
B. Ash trays
C. Scrubbing floors
D. Garbage cans

3. Dust mopping can remove about 90% of the soil and debris found on most floors. TRUE OR FALSE

4. When possible, you should dust mop daily. TRUE OR FALSE

5. Which method below is best for removing lightly embedded soil from hard or resilient floors? _____

A. Damp mopping
B. Stripping
C. Scrubbing
D. Finishing

6. Define "spray buffing."

Spray buffing is_____

_____

_____

7. What are the five major types of hard or resilient floor coverings?

1._____ 2._____

3._____ 4._____

5._____

8. Linoleum, rubber tile, and asphalt flooring are all types of _____ flooring.

A. Masonry
B. Wood
C. Resilient
D. Specialty

9. Clay tile, stone floors, and poured aggregate floors are examples of _____floors.

A. Masonry
B. Wood
C. Resilient
D. Specialty

10. With vinyl flooring, you should never use abrasives while you strip the floor. TRUE OR FALSE

ANSWERS TO PRE-TEST FOR UNIT SEVEN--HARD AND RESILIENT FLOOR CARE

1. Besides appearance, what are two reasons for keeping floors clean?
   1. Sanitation
   2. Safety (3. Prolong life of surface)

2. Which method below was not mentioned as a way to prevent dirt build-up on floors? C
   A. Door mats
   B. Ash trays
   C. Scrubbing floors
   D. Garbage cans

3. Dust mopping can remove about 90% of the soil and debris found on most floors. TRUE

4. When possible, you should dust mop daily. TRUE

5. Which method below is best for removing lightly embedded soil from hard or resilient floors? C

   A. Damp mopping
   B. Stripping
   C. Scrubbing
   D. Finishing

6. Define "spray buffing."
   Spray buffing is a technique you use to renew resilient floors. You spray a thin coat of polish on the floor, then buff while moist until clean and shiny.

7. What are the five major types of hard or resilient floor coverings?
   1. resilent
   2. wood like
   3. masonry
   4. specialty
   5. conductive

8. Linoleum, rubber tile, and asphalt flooring are all types of C flooring.

   A. Masonry
   B. Wood
   C. Resilient
   D. Specialty

9. Clay tile, stone floors, and poured aggregate floors are examples of C floors.

   A. Masonry
   B. Wood
   C. Resilient
   D. Specialty

10. With vinyl flooring, you should never use abrasives while you strip the floor. TRUE

OBJECTIVE ONE: YOU WILL BE ABLE TO LIST THREE MAJOR REASONS FOR KEEPING FLOORS CLEAN.

There are four basic reasons Cleaning Professionals clean and maintain hard and resilient floor coverings.

APPEARANCE of floors are important to clients, customers, and employers. Cleaning Professionals can show off their talents by keeping floors sparkling clean. A floor that is discolored, dirty, or dull due to wax build-up gives a floor an untidy appearance.

SAFETY is an especially important consideration of hard and resilient floor maintenance. Customers and employees can slip on wet or dirty floor surfaces. Door mats reduce the amount of water and dirt on a floor's surface. Trash cans and ashtrays prevent dirt build-up on floor surfaces. Cleaning Professionals must use warning signs or caution signs when a floor is wet. Cleaning professionals must be on the lookout for unsafe floor conditions. You should report any dangerous or hazardous circumstances to your supervisor.

SANITATION is another important flooring consideration. Floors get dirty very quickly, especially high traffic areas. Soil and bacteria settle on a floor's surface. You may need to regularly disinfect some floors. If you keep a floor clean on a regular basis, new bacteria will die or remain dormant.

PROLONGING THE LIFE OF THE FLOORING SURFACE is another major consideration in floor maintenance. If you apply wax, sealant, or a finish to the floor, you have protected the floor against stains, and scuff marks. Some floors are covered with a protective sealant. If you keep the floor clean, the sealant will last longer. But, you must be careful not to ruin the coating or sealant. Some chemicals are too harsh and will ruin or destroy the floor's finish. You must use proper cleaning products while cleaning floors.

BEFORE YOU CONTINUE, REVIEW THE MAJOR REASONS FOR KEEPING FLOORS CLEAN.

NOW COVER THE TOP PORTION OF THIS PAGE (WITH A PIECE OF PAPER OR CARDBOARD), AND ANSWER THE QUESTION BELOW.

---

1. List three reasons why you should clean and maintain floors.

   1._____

   2._____

   3._____

CHECK YOUR ANSWERS BY UNCOVERING THE TOP PORTION OF THIS PAGE.

OBJECTIVE TWO: YOU WILL BE ABLE TO LIST AND DEFINE THREE OF THE SIX BASIC FLOOR CARE OPERATIONS.

When you maintain hard and resilient floors you will use one or more of six basic floor care operations.

1. Dust Mopping or sweeping is the first step in floor maintenance. You should sweep or dust mop daily (or as often as you can). This method removes about 90 % of the soil from the floor's surface.

2. Damp mopping is another method you may use to remove lightly embedded dirt from the floor. You could remove some of the floor's finish while you damp mop. (This depends on what kind of chemical you use.) You should use cool or warm water when you damp mop. NEVER use HOT WATER.

3. Spray Buffing is another floor care operation. You simply spray a samll amount of polish on the floor and then you buff it until clean and shiny. This method will remove some scuffs, scratches, and black marks from the floor.

4. Scrubbing is the method you'd use to remove heavy soil and embedded stains from the floor. You use a brush or pad or scrubbing machine for this floor care operation. After thoroughly scrubbing you must rewax or refinish the surface since scrubbing will remove the wax or finish.

5. Stripping refers to the complete removal of a floor's finish. You must repeatedly go over the floor for a thorough stripping process.

6. Finishing a floor prevents dirt from absorbing into a floor. You apply a coating of finish to the floor which seals it and protects it from dirt and soil.

STUDY THESE FLOOR CARE STEPS BEFORE YOU ANSWER THE QUESTIONS BELOW. COVER THE TOP OF THE PAGE, THEN ANSWER THE QUESTIONS.

---

Match the floor cleaning procedures below with their appropriate definitions.

| | | | |
|---|---|---|---|
| 1. Finishing | _____ | A. | Apply some polish, then shine |
| 2. Damp Mopping | _____ | B. | Apply new coat of sealant |
| 3. Dust Mopping | _____ | C. | Sweep the floor |
| 4. Spray Buffing | _____ | D. | Clean floor with cool water |
| 5. Stripping | _____ | E. | Scour floor with a brush |
| 6. Scrubbing | _____ | F. | Remove old floor finish |

CHECK YOUR ANSWERS BY READING THE STEPS ON THE TOP OF THIS PAGE.

OBJECTIVE THREE: YOU WILL BE ABLE TO LIST THE FIVE MAJOR TYPES OF HARD AND RESILIENT FLOOR COVERINGS.

OBJECTIVE FOUR: YOU WILL BE ABLE TO IDENTIFY THE COMMON FLOOR COVERINGS WITHIN EACH MAJOR TYPE OF HARD OR RESILIENT FLOORS.

Below is a list and brief description of the major floor coverings.

1. There are several types of resilient floor coverings. Linoleum, vinyl, asphalt, vinyl asbestos, and rubber tile floors are all resilient floor coverings.

2. Another common flooring material is wood like flooring. Cork, hard wood (maple, birch, cherry, oak and mahogany), and soft woods ( pine, fir, and cedar) are common types of wood flooring. Oak is the most common material for wood floors.

3. Clay tiles, stone, terrazzo, and poured aggregate floor are masonry floors.

4. Industrial plants, food processing and chemical plants may need to install special use floors. Epoxy floors, metal floors (made from iron, steel or stainless steel), floors with safety treads, and resin aggregate floors are special use floors.

5. Conductive floors are used as a safety precaution in hospital operating rooms. Conductive flooring, such as ceramic tile, vinyl tile, rubber tile, and terrazzo will help prevent accidents due to flammable or explosive elements in anesthetics and oxygen.

The chart below summarizes the five major floor types and the materials used for each floor type.

1. RESILIENT FLOORS
   - -asphalt
   - -vinyl asbestos
   - -solid vinyl
   - -linoleum
   - -rubber tile

2. WOOD LIKE FLOORS
   - -cork
   - -hard woods
   - -soft woods

3. MASONRY FLOORS
   - -clay tiles
   - -stone
   - -poured aggregate
   - -terrazzo

4. SPECIAL USE FLOORS
   - -epoxy
   - -metal
   - -resin aggregate
   - -safety treads

5. CONDUCTIVE FLOORS
   - -ceramic tile
   - -vinyl tile
   - -rubber tile
   - -terrazzo

---

REVIEW THE INFORMATION ABOVE BEFORE YOU ANSWER THE QUESTIONS ON THE NEXT PAGE.

1. Clay tiles and stone are materials for which type of flooring?
_____

A. Resilient
B. Conductive
C. Masonry

2. Asphalt, vinyl, linoleum, and rubber tiles are materials for which type of flooring? _____

A. Resilient
B. Conductive
C. Masonry

3. Cork and oak are common materials for which type of flooring?
_____

A. Resilient
B. Wood like
C. Masonry

4. Metal, resin, and epoxy are common materials for which type of flooring?_____

A. Masonry
B. Conductive
C. Special Use

5. Ceramic tile, rubber tile, vinyl tile, and terrazzo are materials for which type of flooring?_____

A. Masonry
B. Conductive
C. Special Use

---

CHECK YOUR ANSWERS BY TURNING BACK TO THE PREVIOUS PAGE.

OBJECTIVE FIVE: YOU WILL BE ABLE TO IDENTIFY THE "DO'S" AND THE "DON'TS" FOR THE CARE OF EACH TYPE OF FHARD AND RESILIENT FLOOR COVERING.

1. Resilient Floors

| | | |
|---|---|---|
| ASPHALT FLOORS ARE POROUS AND NOISY FLOORS | 1. sweep/clean regularly<br>2. seal before applying finish | 1. Don't use a paste wax or solvent<br>2. Avoid harsh chemicals<br>3. Never use oil<br>4. Protect from sharp objects |
| VINYL ASBESTOS IS SIMILAR TO TO ASPHALT | 1. clean regularly<br>2. use floor finish<br>3. seal before finishing<br>4. remove burns with scratch pad or sand paper | 1. Never use solvents<br>2. Protect from sharp objects<br>3. Never use acids or harsh chemicals |
| SOLID VINYL IS USED FOR MEDIUM TO HEAVY TRAFFIC AND IS QUITE RESILIENT (AND EXPENSIVE) | 1. dust mop regularly<br>2. regular daily cleaning<br>3. remove burns with scratch pad and feather in | 1. Do not use abrasive for stripping<br>2. Do not use in areas of direct sun |
| RUBBER TILE IS QUIET AND SAFE (ALSO AVAILABLE IN CONDUCTIVE TILES) | 1. clean regularly<br>2. use neutral synthetic detergents | 1. Avoid oil, grease, and solvents<br>2. Doesn't require sealing<br>3. Do not use in direct sun |
| LINOLEUM IS MADE FROM WOOD FLOUR, LINSEED OIL, & COLOR PIGMENTS (NOW IT'S (OUTDATED BUT INEXPENSIVE) | 1. clean regularly<br>2. use neutral synthetic<br>3. light abrasives may be used<br>4. use floor protectors | 1. Avoid harsh cleaners<br>2. Do not over wet mop<br>3. Do not use ammonia products |

COVER THE TOP PART OF THIS PAGE AND THEN ANSWER THE QUESTIONS

1. Resilient floors require regular cleaning. TRUE FALSE

2. You should not use ammonia products on which type of resilient floor?_____

A. Vinyl B. Linoleum C. Asbestos D. Rubber Tile

3. You should never use harsh chemicals on resilient floors. TRUE OR FALSE (CHECK YOUR ANSWERS USING THE CHART)

| | DO'S | DON'TS |
|---|---|---|
| 2. Wood Like Floors<br>CORK IS POROUS AND AND EXPENSIVE | 1. Clean regularly with untreated dust mop<br>2. Use synthetic detergents<br>3. Remove stains with steel pads or sandpaper | 1. Do not seal with varnish or shellac<br>2. Do not use too much water<br>3. Don't use hot water |
| WOOD<br>(check your manual for complete care instructions) | 1. Sweep or dust mop regularly<br>2. Wax as needed<br>3. Refinish every 3-5 years (consult manual for complete directions.) | |
| 3. Masonry Floors<br>CLAY TILES ARE BAKED TO THE HARDNESS OF STONE (ALSO AVAILABLE IN CONDUCTIVE TILES) | 1. Sweep or dust mop regularly<br>2. Use synthetic detergents<br>3. Use grit pads for scrubbing | 1. Do not use abrasives<br>2. Do not use seals on conductive tiles<br>3. Do not use soaps |
| STONE FLOORS CAN BE MARBLE, SLATE FLAG STONE, BRICK, OR GRANITE | 1. Sweep regularly<br>2. Use special sealer<br>3. Scrub or strip as needed | 1. No harsh chemicals<br>2. Avoid abrasives<br>3. Do not use oils |
| POURED AGGREGATE FLOORS/TERRAZZO (MADE WITH MARBLE CHIPS)<br>*consult manual for proper treatment of this flooring | 1. Use neutral synthetic detergents<br>2. Apply sealer as needed<br>3. Use door mats | 1. No harsh chemicals or abrasives<br>2. No oily mop treatment<br>3. No shellacs or epoxy |

COVER THE TOP PORTION OF THIS PAGE AND THEN ANSWER THE QUESTIONS BELOW.

1. You should not use hot water while cleaning cork floors. TRUE OR FALSE
2. You should refinish wood floors about every ten years. TRUE OR FALSE
3. You should avoid using abrasives on masonry floors. TRUE OR FALSE

CHECK YOUR ANSWERS USING THE CHART ABOVE.

| 4. Special Use Floors | Do's | Don'ts |
|---|---|---|
| EPOXY FLOORS MAY BE APPLIED TO METAL, WOOD, CEMENT,BRICK OR TERRAZZO (chemical or industrial plants) | 1. Sweep with a heavy duty broom<br>2. Hose clean with cold water or steam<br>3. Machine scrub as needed | |
| METAL FLOORS ARE MADE FROM IRON STEEL OR STAINLESS STEEL | 1. Sweep with a coarse heavy broom<br>2. Use caution--slippery when wet<br>3. Steam clean as needed | 1. No finishes or seals |
| RESIN AGGREGATE IS USED TO REPAIR CONCRETE FLOORS | 1. Sweep with a coarse heavy broom<br>2. Use caution when wet<br>3. Hose off with water or steam<br>4. Machine scrub as needed | |
| SAFETY TREADS | 1. Sweep clean<br>2. Machine scrub as as necessary | 1. No finish or seals<br>2. No hot water<br>3. No wire brushes or steel wool for scrubbing |

| 5. Conductive Floors | Do's | Don'ts |
|---|---|---|
| | 1. Mop after each shift<br>2. Use sterile mop if cleaning an operating room (usually use a germicide)<br>3. Scrub (usually weekly) | 1. Do not use natural soaps<br>2. usually not sealed |

COVER THE TOP PORTION OF THIS PAGE AND THEN ANSWER THE QUESTIONS BELOW.

1. Which type of floor would you sweep with a heavy brush and hose clean? _____

A. Conductive Floors
B. Resilient Floors
C. Special Use Floors

2. Which type of floor would you mop with a sterile mop?_____

A. Conductive Floors
B. Resilient Floors
C. Special Use Floors

CHECK YOUR ANSWERS BY READING THE TOP PART OF THIS PAGE.

**********

SUMMARY

In this UNIT you learned the reasons for cleaning hard and resilient floor coverings. You learned the major types of hard and resilient floors and which types are materials are used in the making of hard and resilient floors. You also learned how to care and maintain each type of hard and resilient floor. Review this UNIT. When you are ready, go on to the post-test on the next page.

**********

POST-TEST FOR UNIT SEVEN--HARD AND RESILIENT FLOOR CARE

1. What are three major reasons for cleaning floors?

1._____ 2._____

3._____

2. Which method below would you use to remove the old floor finish?_____

A. Damp mopping
B. Stripping
C. Scrubbing
D. Finishing

3. When damp dusting, you should always use hot water. TRUE OR FALSE

4. Which type of floors would you expect to see in industrial plants, chemical plants, and food processing plants?_____

A. Special Use Floors
B. Resilient Floors
C. Wood Like Floors
D. Masonry Floors

5. Where are you likely to see "conductive" floors?_____

A. Warehouses
B. School Rooms
C. Cafeteria Rooms
D. Hospital Operating Rooms

6. Which type of floor covering is not a masonry floor covering?_____

A. Clay Tile
B. Vinyl
C. Stone
D. Aggregate

7. What are the two basic wood like floors?

1._____

2._____

8. You can use harsh chemicals when you clean vinyl floors. TRUE OR FALSE

9. Clay tiles are so hard that you can clean them with coarse abrasives. TRUE OR FALSE

10. Oak is the most widely used lumber for wood floor construction. TRUE OR FALSE

ANSWERS TO POST-TEST FOR UNIT SEVEN--HARD AND RESILIENT FLOOR CARE

1. What are three major reasons for cleaning floors?

   1. Appearance 2. Sanitation 3. Safety
   (4. Prolong the life of the surface)

2. Which method below would you use to remove the old floor finish? B

   A. Damp Mopping
   B. Stripping
   C. Scrubbing
   D. Finishing

3. When damp dusting, you should always use hot water. FALSE

4. Which type of floors would you expect to see in industrial plants, chemical plants, and food processing plants? A

   A. Special Use Floors
   B. Resilient Floors
   C. Wood Like Floors
   D. Masonry Floors

5. Where are you likely to see "conductive" floors? D

   A. Warehouses
   B. School Rooms
   C. Cafeteria Rooms
   D. Hospital Operating Rooms

6. Which type of floor covering is not a masonry floor covering? B

   A. Clay Tile
   B. Vinyl
   C. Stone
   D. Aggregate

7. What are the two basic wood like floors?

   1. Wood
   2. Cork

8. You can use harsh chemicals when you clean vinyl floors. FALSE

9. Clay tiles are so hard that you can clean them with coarse abrasives. FALSE

10. Oak is the most widely used lumber for floor construction. TRUE

# UNIT EIGHT--RUG, CARPET, AND UPHOLSTERY CLEANING

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FOR: RENTON VOCATIONAL TECHNICAL INSTITUTE

1986

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# UNIT EIGHT--RUG, CARPET, AND UPHOLSTERY CLEANING

## OVERVIEW

In this UNIT you will learn how to vacuum a carpeted area. You will learn about the wet and dry methods you'd use for carpet cleaning. You'll also learn about methods you'll use for upholstery cleaning.

Work on this UNIT at your own pace, and ask your teacher if you need help. If you don't understand an idea, ask your teacher to help you. Do not continue in this UNIT if you are confused or don't understand the material.

## RATIONALE

Since carpeting is a common floor covering, you, as a Cleaning Professional, will clean and vacuum many carpeted surfaces. Many offices and residents are filled with upholstered furniture which you will clean and maintain. In this UNIT you will learn the basic procedures for regular cleaning and maintenance of carpets and upholstery.

## OBJECTIVES

1. You will be able to list four steps you would follow to thoroughly vacuum a carpet.

2. You will be able to describe "wet cleaning" methods of carpet cleaning.

3. You will be able to describe "dry cleaning" methods of carpet cleaning.

4. You will be able to identify five materials you need to clean upholstery.

5. You will be able to describe the process you use to clean upholstery.

6. You will be able to distinguish between the "dry" and "wet" methods used for upholstery cleaning.

PRE-TEST FOR UNIT EIGHT--RUG, CARPET, AND UPHOLSTERY CLEANING

1. If possible, spot vacuuming should be done daily in high traffic areas. TRUE OR FALSE

2. You should make at least _____passes over the same area while vacuuming.

A. Five or Six
B. Eight or nine
C. Four
D. Two or Three

3. Which method below is not a common "wet cleaning" method you'd use for carpet cleaning. _____

A. Dry Foam
B. Rotary Scrub
C. Absorbent Powders
D. Wet Extraction

4. You should use "wet cleaning" methods to clean brightly-colored Oriental rugs. TRUE OR FALSE

5. Spin cleaning is a carpet cleaning method for wet or dry carpet cleaning. TRUE OR FALSE

6. Mopping cleans only the surface fibers of a carpet. TRUE OR FALSE

7. Which answer below is not an advantage to using the "rotary scrubbing" method for carpet cleaning. _____

A. Loosens matted areas
B. Low water content
C. Cleans fibers to primary backing
D. Loosens soils

8. Put an "X" next to the materials you need for upholstery cleaning.

Furniture Cleaning Brush_____ Towels_____
Spray Bottles_____ Abrasives_____
Scouring Pads_____ Small Hammer_____

9. List three things you look for as you inspect upholstered furniture before cleaning.

1._____

2._____

3._____

10. Dry methods involve the use of solvents for cleaning upholstery. TRUE OR FALSE

ANSWERS TO PRE-TEST FOR UNIT EIGHT
RUG, CARPET, AND UPHOLSTERY CLEANING

1. If possible, spot vacuuming should be done daily in high traffic areas. TRUE

2. You should make at least D passes over the same area while vacuuming.

A. Five or Six
B. Eight or nine
C. Four
D. Two or Three

3. Which method below is not a common "wet cleaning" method you'd use for carpet cleaning. C

A. Dry Foam
B. Rotary Scrub
C. Absorbent Powders
D. Wet Extraction

4. You should use "wet cleaning" methods to clean brightly-colored Oriental rugs. FALSE

5. Spin cleaning is a carpet cleaning method for wet or dry carpet cleaning. TRUE

6. Mopping cleans only the surface fibers of a carpet. TRUE

7. Which answer below is not an advantage to using the "rotary scrubbing" method for carpet cleaning. C

A. Loosens matted fibers
B. Low water content
C. Cleans fibers to primary backing
D. Loosens soils

8. Put an "X" next to the materials you need for upholstery cleaning.

Furniture Cleaning Brush__X____
Spray Bottles___X____
Scouring Pads_____
Towels___X___
Abrasives_____
Small Hammer__ X_____

9. List three things you look for as you inspect upholstered furniture before cleaning.

1. Damaged areas
2. Soiled areas
3. Color fading

10. Dry methods involve the use of solvents for cleaning upholstery. TRUE

OBJECTIVE ONE: YOU WILL BE ABLE TO LIST FOUR STEPS YOU WOULD FOLLOW TO THOROUGHLY VACUUM A CARPET.

Whether you are spot vacuuming (vacuuming heavy traffic areas) or vacuuming an entire room or office, there are several steps you should follow.

1. Collect all your tools. You should have the vacuum cleaner and attachments with you for complete vacuuming. Upright vacuums are the most common type of vacuum cleaner.

2. Plug in your vacuum in the outlet that is most convenient for vacuuming.

3. Walk over the area you are going to vacuum and pick up litter, paper clips, staples, and any other items that are difficult to vacuum.

4. Begin vacuuming in either a clockwise or counter clockwise direction. Move furniture that is not heavy while you vacuum. Make sure to vacuum carefully over indentations left from furniture legs. Vacuum under heavy furniture as well as you can. Make sure you vacuum over each area of the carpet two or three times.

5. If you are vacuuming cut-pile carpeting, lay the pile while you vacuum. You should make the final pass of vacuuming in the same direction. You may want to overlap the final passes for a good appearance.

6. Use your attachments as necessary. You can use your crevice attachment to vacuum hard to reach areas.

7. Inspect the carpet and make sure you haven't forgotten any areas.

8. Return your vacuum and attachments to the storage closet.

REVIEW THESE STEPS BEFORE YOU ANSWER THE QUESTIONS BELOW. WHEN YOU ARE READY TO ANSWER THE QUESTIONS, COVER THE EIGHT STEPS ABOVE.

---

List four steps you would use to thoroughly vacuum a carpet.

1.

2.

3.

4.

OBJECTIVE TWO: YOU WILL BE ABLE TO DESCRIBE "WET CLEANING" METHODS OF CARPET CLEANING.

There are four basic "wet cleaning" methods you'll use to clean carpeted surfaces.

1. Rotary Scrubbing/Shampooing-Use a rotary scrubbing machine
2. Dry Foam Cleaning-Use heavy duty machine and foam
3. In-plant Cleaning-Remove carpet for special cleaning
4. Steam Cleaning-Use steam, water, cleaning agent and special steam cleaning machine.

Each method has advantages and disadvantages. The chart below depicts each type of "wet cleaning" procedure and specific advantages and disadvantages.

| METHOD | ADVANTAGES | DISADVANTAGES |
|---|---|---|
| Rotary Scrubbing or Shampooing | 1. Loosens soils<br>2. Loosens matted fibers<br>3. Cleans fibers to primary backing<br>4. Effective on heavily soiled carpets | 1. Not remove dirt,dust<br>2. Can distort loosely woven carpets<br>3. Could overwet natural fibers<br>4. Must purchase equip-equipment |
| Dry Foam | 1. Fast dry (one hour)<br>2. Low water content<br>3. Simple operation | 1. Other methods are more efficient<br>2. Ineffective on heavily soiled areas<br>3. Can leave detergent residue<br>4. Must clean equipment |
| In-plant | 1.Use of special heavy duty techniques are effective in removing heavy soil | 1. Carpet must be removed and taken to the carpet cleaning business or plant |
| Steam Cleaning | 1.Cleans to primary backing<br>2.Loosens and removes soil particles<br>3.Removes detergent residue from fibers<br>4.Removes spots and stains | 1. May overwet carpet<br>2. Equipment is costly ($500-$20,000)<br>3. Requires special training<br>4. Regular maintenance of equipment is required. |

REVIEW THESE "WET CLEANING" METHODS. THEN GO ON TO THE NEXT PAGE TO ANSWER SOME QUESTIONS.

1. Which type of wet carpet cleaning method dries the fastest?_____

A. Shampooing
B. Steam Cleaning
C. Dry Foam Cleaning

2. Which wet carpet cleaning method loosens the soil but doesn't remove the soil particles from the carpet?_____

A. Shampooing
B. Steam Cleaning
C. Dry Foam Cleaning

3. Define "in-plant" cleaning.

_____

_____

4. Which type of wet carpet cleaning is effective in removing detergent residue from carpet fibers?_____

A. Dry Foam Cleaning
B. Shampooing
C. Steam Cleaning

CHECK YOUR ANSWERS BY TURNING BACK TO THE PREVIOUS PAGE AND REVIEWING THE CHART.

OBJECTIVE THREE: YOU WILL BE ABLE TO DESCRIBE "DRY CLEANING" METHODS FOR CARPET CLEANING.

There are four basic types of "dry cleaning" methods you'll use for carpet cleaning.

1. Absorbent Powder Cleaning--is not widely used now because there are more effective methods. Apply granules of solvent and deoderizers to carpet, and let them absorb dirt. Finish by vacuuming up the granules and dirt.
2. Spin Cleaning--can be a wet or dry method depending on the solution you use. Use a pad on a rotary floor machine.
3. Mopping--can be a wet or dry method depending on the cleaner you use.
4. In-plant--can be a wet or dry method. If you use solvent, it is a dry method. You must remove the carpet and bring it to the plant for in-plant cleaning.

The chart below provides you with the advantages and disadvantages of the four dry carpet cleaning methods.

| METHOD | ADVANTAGES | DISADVANTAGES |
|---|---|---|
| Absorbent Powder Cleaning | 1. No water or over-wetting the carpet<br>2. Carpet ready to use immediately<br>3. Simple to use | 1. Limited in removing soils<br>2. Difficult to remove all absorbent powder<br>3. Difficult to use on shag or long pile<br>4. Other treatment should not be used with this (could damage carpet) |
| Spin Cleaning | 1. Little water used-so won't overwet<br>2. Quick dry<br>3. Does removes soils and oils from carpet | 1. Cleans surface only<br>2. Need pads & solution<br>3. Can cause dyes to run-test carpet first. |
| Mopping | 1. Quick method<br>2. Inexpensive<br>3. Simple for areas that cannot be shut down (elevators, hotels, hospitals)<br>4. Dry in 30 minutes | 1. Cleans surface only<br>2. Not be used in place of complete cleaning |
| In-plant | 1. Very effective stain removal with solvents and chemicals | 1. Must have proper ventilation<br>2. No smoking while using solvent<br>3. Must remove carpet and bring to the plant |

REVIEW THESE CARPET CLEANING METHODS. THEN ANSWER THE QUESTIONS ON THE NEXT PAGE.

1. Which dry carpet cleaning method would you use to clean elevators and other areas that cannot be shut down for a long time?_____

A. Absorbent Powder Cleaning
B. Spin Cleaning
C. Mopping

2. List two disadvantages of the absorbent powder cleaning.

1._____

2._____

3. Which method below can cause carpet dyes to run?_____

A. Absorbent Powder Cleaning
B. Spin Cleaning
C. Mopping

4. Proper ventilation is especially important for which method?_____

A. Absorbent Powder
B. Spring Cleaning
C. Mopping
D. In-plant Cleaning

NOW CHECK YOUR ANSWERS BY LOOKING BACK TO THE CHART ON THE PREVIOUS PAGE.

OBJECTIVE FOUR: YOU WILL BE ABLE TO IDENTITY FIVE MATERIALS YOU NEED TO CLEAN UPHOLSTERY.

The equipment you use to clean upholstery will depend on the fabric of the upholstered furniture, but there are several materials you should have on hand for upholstery cleaning.

Below is a list of common upholstery cleaning equipment and tools.

1. Wet-dry vacuum
2. Brushes
   - -Furniture Cleaning Brush (to apply cleaning solution)
   - -Large Spotting Brush (to apply cleaning solution)
   - -Missing Link Brush (to prepare or finish pile fabrics)
   - -Finishing Brush (to brush fabrics when dry)
3. Plastic Pails
4. Towels (terrycloth or turkish)
5. Hand spray bottles for spot cleaning
6. Measuring cup
7. Z brick (for removing pilling on certain fabrics)
8. Plastic measuring cup
9. Scissors
10. Curved needle and transparent thread
11. Small hammer and upholstery tacks
12. Button-making tool and needle
13. PH tester
14. Gloves (rubber and neoprene)
15. Drop cloths
16. Wood blocks and foil squares
17. Wood polish
18. Hand Lotion

NOW COVER THE LIST ABOVE, AND WRITE AT LEAST FIVE OF THE MATERIALS FROM THE LIST IN THE SPACES BELOW.

1._____ 2._____

3._____ 4._____

5._____ 6._____

7._____ 8._____

9._____ 10._____

NOW CHECK YOUR ANSWERS BY COMPARING THEM TO THE LIST ABOVE.

OBJECTIVE FIVE: YOU WILL BE ABLE TO DESCRIBE THE PROCESS YOU USE TO CLEAN UPHOLSTERY.

Regardless of which method you use to clean upholstery, you need to check the work area first.

1. Make sure you have enough working room around the furniture you are cleaning.
2. Make sure the lighting is good.
3. Open a window or turn on a fan for proper ventilation
4. Make sure there is a source of hot and cold water nearby.
5. Post "no smoking" signs if you are using flammable cleaning agents.

After you've checked the work area and gathered all the equipment you need, you can proceed through the five basic steps upholstery cleaning below.

1. Inspect--Examine the furniture for defects, damage, and cleaning problems. Look for spots, stains, fading, and heavily soiled areas. Look for burns, tears, loose arms or legs. Be aware of any odors.

2. Prepare

A. Brush and Vacuum--Brush the upholstered sections of the furniture with a stiff brush. Then thoroughly vacuum the upholstery. Be careful when you brush or vacuum worn areas.

B. Test--Test your cleaning agent on a section of the upholstery that is hidden from view. You should always run a test whether you are using a wet cleaning method or a dry cleaning method. Look for bleeding, shrinkage, or texture changes--if you notice these effects and you are using a wet method, change and use solvents (dry method). But, test the dry method too.

C. Spotting--Try to remove any spots or stains. Some won't come out, but you should always try to remove the spot at least two times. Check your spot and stain chart for proper stain removal techniques. Ammonia, shampoos, chlorine bleach, and hydrogen peroxide are common spotting chemicals.

3. Clean--Use either a wet or a dry method to clean the upholstered furniture. Remember to test first.

4. Process--When the fabric is dry, brush or vacuum to remove loose soil. The fabric will look better because vacuuming or brushing will fluff up the fiber.

5. Prepare for delivery--inspect the furniture and advise the customer on the care of the furniture. The furniture should not be used until entirely dry.

REVIEW THE STEPS ABOVE, THEN TURN TO THE NEXT PAGE TO ANSWER A FEW QUESTIONS.

1. If you are using a solvent or a dry cleaning method, you do not have to "test" it. TRUE OR FALSE

2. List three common spotting chemicals.

1._____ 2._____

3._____

3. List two considerations of the work area in which you'll be cleaning upholstery.

1._____

2._____

4. Why should you inspect the upholstery before you begin cleaning?

_____

_____

CHECK YOUR ANSWERS BY TURNING BACK TO THE PREVIOUS PAGE.

OBJECTIVE SIX: YOU'LL BE ABLE TO DISTINGUISH BETWEEN "DRY" AND "WET" METHODS USED FOR UPHOLSTERY CLEANING.

Like carpet cleaning, you may use either a wet or a dry method for upholstery cleaning. Look at the chart below for specific advantages and disadvantages of wet and dry upholstery cleaning methods.

| METHOD | ADVANTAGES | DISADVANTAGES |
|---|---|---|
| WET (Use water, Shampoos and Chemicals) | 1. Thorough cleaning<br>2. In-plant or on location<br>3. Inexpensive for equipment<br>4. No health/safety hazard | 1. May overwet fabric<br>2. Ineffective on most oil-based stains<br>3. Must be skilled and properly trained |
| DRY (Use solvents or dry chemicals) | 1. Less chance of bleeding, overwetting, and texture changes<br>2. Will remove most oil/grease stains | 1. Excessive solvents use may damage some latex, rubber, or foam stuffed furniture<br>2. May leave an odor in in furniture for two or three days<br>3. Solvents can be a health hazard-ventilation is especially important |

AFTER REVIEWING THE CHART, COVER IT AND ANSWER THE QUESTIONS BELOW.

1. Which upholstery cleaning method is best for oil or grease removal?

_____

A. Wet B. Dry

2. Which upholstery cleaning method is safer for your health?_____

A. Wet B. Dry

3. Which upholstery cleaning method is less likely to cause bleeding?_____

A. Wet B. Dry

CHECK YOUR ANSWERS BY LOOKING AT THE CHART ABOVE.

**********

SUMMARY

In this UNIT you learned about the preparation and procedures for carpet and upholstery cleaning. You learned about the differences between the dry and wet cleaning methods and the advantages and disadvantages of each. In addition, you learned about products and equipment you would use for carpet and upholstery cleaning.

Review this UNIT and when you are ready, go on to the post-test on the next page.

**********

POST-TEST FOR UNIT EIGHT--RUG,CARPET, AND UPHOLSTERY CLEANING

1. It's best to use push-pull strokes while vacuuming. TRUE OR FALSE

2. The most common type of vacuum cleaner is the upright. TRUE OR FALSE

3. Before you use spotting solutions or detergents, why should you test them on an obscure section of the carpet?

_____

_____

4. Spots and stains should be removed before or after cleaning the rest of the carpet. (Choose before or after for your answer.)
_____

5. Which method of carpet cleaning dries the fastest?_____

A. Dry Foam
B. Rotary Scrubbing
C. Dry Mopping

6. Dry Foaming may leave a detergent residue that can build up on a carpet. TRUE OR FALSE

7. Which carpet cleaning method below loosens and removes soil particles? _____

A. Mopping
B. Rotary Scrubbing
C. Steam Cleaning
D. Absorbent Powder Cleaning

8. Which chemical below is not a common spotting chemical?_____

A. Abrasive Powders
B. Ammonia
C. Hydrogen Peroxide
D. Chlorine Bleach

9. If you notice a color run when you test your cleaning method on upholstery, what should you do?

_____

10. You can use either wet or dry cleaning methods for upholstery cleaning. TRUE OR FALSE

ANSWERS TO POST-TEST FOR UNIT EIGHT
RUG, CARPET, AND UPHOLSTERY CLEANING

1. It's best to use push-pull strokes while vacuuming. TRUE

2. The most common type of vacuum cleaner is the upright. TRUE

3. Before you use spotting solutions or detergents, why should you test them on an obscure section of the carpet?

You should test spotting solutions because they can cause color runs, chemical reactions, melting, or a sticky carpet.

4. Spots and stains should be removed before or after cleaning the rest of the carpet. (Choose before or after for your answer.) before

5. Which method of carpet cleaning dries the fastest? C

A. Dry Foam
B. Rotary Scrubbing
C. Dry Mopping

6. Dry Foaming may leave a detergent residue that can build up on a carpet. TRUE

7. Which carpet cleaning method below loosens and removes soil particles? C

A. Mopping
B. Rotary Scrubbing
C. Steam Cleaning
D. Absorbent Powder Cleaning

8. Which chemical below is not a common spotting chemical? A

A. Abrasive Powders
B. Ammonia
C. Hydrogen Peroxide
D. Chlorine Bleach

9. If you notice a color run when you test your cleaning method on upholstery, what should you do?

You should test a dry cleaning method to see if it will work.

10. You can use either wet or dry cleaning methods for upholstery cleaning. TRUE

UNIT NINE--WINDOW CLEANING

BY: ELLEN R. SMITH

FOR: RENTON VOCATIONAL TECHNICAL INSTITUTE

1986

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UNIT NINE--WINDOW CLEANING

OVERVIEW

In this UNIT you learn about materials, techniques, and products you will use for window washing. You will learn how to clean interior and exterior windows, as well as large glass doors and partitions. You will also learn which products and chemicals are most effective for window cleaning.

Work on the UNIT at your own pace, and ask your teacher if you need help. If you don't understand an idea, ask your teacher to help you. Do not continue in the UNIT if you are confused or don't understand the material.

RATIONALE

Undoubtedly, you will wash windows as part of your job. You can clean windows thoroughly and efficiently if you know the proper procedures. A building looks more inviting with clean windows than with dingy and streaked windows. Clean windows will let in more light and warmth than dirty ones. In this UNIT you will learn how to clean windows effectively and efficiently.

OBJECTIVES

1. You will be able to list six materials or equipment you need for window cleaning.

2. You will be able to describe five types of window cleaning products and their advantages.

3. You will be able to list the uses of five types of cloths used during the window cleaning process.

4. You will be able to list five procedures you'd use to clean windows on the inside of a building.

5. You will be able to list three safety rules for exterior window cleaning.

PRE-TEST FOR UNIT NINE--WINDOW CLEANING

1. Which cleaning agent below is not a recommended window cleaning agent?_____

A. Ammonia
B. Bluing
C. Alcohol
D. Abrasives

2. Chamois skins are excellent for drying windows. TRUE OR FALSE

3. Brushes are very useful for cleaning exterior windows._____ TRUE OR FALSE

4. Commercial glass cleaners in spray bottles are excellent for cleaning large outdoor windows. TRUE OR FALSE

5. Rinsing cloths should be made of _____material.

A. Paper
B. Woven
C. Elastic
D. Rough

6. Which method below will help you reduce streaking while you clean windows?_____

A. Change wash water frequently
B. Add alcohol to water
C. Wash during summer sunny times
D. Use a safety belt

7. Which method below is not a common squeegee motion?_____

A. figure eight motion
B. circled motion
C. top-to-bottom motion

8. You should always have some slack in the rope on the safety belt while you clean exterior windows. TRUE OR FALSE

9. Which piece of equipment below is useful for cleaning dirty glass bricks?_____

A. Scouring pad
B. Stiff Bristle Brush
C. Chisel
D. Sand paper

10. Which method below is not used for cleaning screens?_____

A. Wash screens
B. Brush screens
C. Vacuum screens
D. Scour screens

ANSWERS TO PRE-TEST FOR UNIT NINE--WINDOW CLEANING

1. Which cleaning agent below is not a recommended window cleaning agent? D

A. Ammonia
B. Bluing
C. Alcohol
D. Abrasives

2. Chamois skins are excellent for drying windows. TRUE

3. Brushes are very useful for cleaning exterior windows. TRUE

4. Commercial glass cleaners in spray bottles are excellent for cleaning large outdoor windows. FALSE

5. Rinsing cloths should be made of B material.

A. Paper
B. Woven
C. Elastic
D. Rough

6. Which method below will help you reduce streaking while you clean windows? A

A. Change wash water frequently
B. Add alcohol to water
C. Wash during summer sunny times
D. Use a safety belt

7. Which method below is not a common squeegee motion? B

A. figure eight motion
B. circled motion
C. top-to-bottom motion

8. You should always have some slack in the rope on the safety belt while you clean exterior windows FALSE

9. Which piece of equipment below is useful for cleaning dirty glass bricks? B

A. Scouring pad
B. Stiff Bristle Brush
C. Chisel
D. Sand paper

10. Which method below is not used for cleaning screens? D

A. Wash screens
B. Brush screens
C. Vacuum screens
D. Scour screens

OBJECTIVE ONE: YOU WILL BE ABLE TO LIST SIX MATERIALS OR EQUIPMENT YOU NEED FOR WINDOW CLEANING.

You will be able to do a better job at cleaning windows if you have all your materials handy. Below is a list of commonly-used window cleaning materials.

1. Rags (could be turkish toweling)
2. Drop cloths (to cover furniture or bushes)
3. Sponges or window cleaning brushes
4. Scraper or razor blade (to remove gum or hardened materials)
5. Oval-shaped bucket or pail (for cleaning agent and water)
6. Squeegee and replacement blades
7. Window cleaning ladder or scaffolding (to stand on for cleaning high windows)
8. Extension pole (optional--to clean high areas on windows)
9. Cleaning agent
10. Rope or safety belt (for exterior windows or very tall interior windows)

REVIEW THESE WINDOW CLEANING MATERIALS, THEN COVER THE LIST WITH A SHEET OF CARDBOARD OR PAPER. GO ON TO THE QUESTION BELOW.

---

List at least five materials you should have on hand for window cleaning.

1._____ 4._____

2._____ 5._____

3._____ 6._____

NOW CHECK YOUR ANSWERS BY REVIEWING THE LIST ON THE TOP OF THIS PAGE.

OBJECTIVE TWO: YOU WILL BE ABLE TO DESCRIBE FIVE TYPES OF WINDOW CLEANING PRODUCTS AND THEIR ADVANTAGES.

There are several products you can use as the cleaning agent for window cleaning. Each product has its own advantages and disadvantages. Look at the chart below for a description of the common cleaning agents.

| CLEANING AGENT | ADVANTAGE | DISADVANTAGE |
|---|---|---|
| 1. Clear water | harmless | ineffective on dirt |
| 2. Bluing | satisfactory when added to water | |
| 3. Ammonia | softens water and makes windows shine | may discolor putty |
| 4. Alcohol | loosens dirt,keeps water from freezing | |
| 5. Abrasives | NOT be used | mar glass & will build up in corners |
| 6. Commercial Glass Cleaners & Synthetic Cleaners | Effective but read directions first | expensive |
| 7. Commercial Cleaners in Spray Bottles | Good for small interior windows and produce high polish | |
| 8. TSP | Cheapest and very effective | |

REVIEW THIS CHART, THEN COVER WITH CARDBOARD OR PAPER. NOW GO ON TO THE QUESTIONS BELOW.

1. What is one advantage of using alcohol as a cleaning agent for window washing?

_____

2. Abrasives are an excellent product for window washing. TRUE OR FALSE

3. List three products that are effective for window cleaning.

_____ _____

_____

OBJECTIVE THREE: YOU WILL BE ABLE TO LIST THE USES OF FIVE TYPES OF CLOTHS USED DURING THE WINDOW CLEANING PROCESS.

There are several types of cloths and products you can use to wash, scrub, or dry windows. The chart below depicts each type of common cloth or product and its use.

| TYPE OF CLOTH | USE |
|---|---|
| 1. Paper towels | dry windows after washing |
| 2. Squeegees | rinse windows fast, good for large windows, but must wipe after each stroke |
| 3. Lint free cloths & rags (cotton or rayon) | good for cleaning windows and drying windows |
| 4. Diapers | excellent washing material |
| 5. Brushes (best ones are natural fibers) | good for exterior window cleaning- are very expensive (must be horsehair for proper cleaning) |
| 6. Woven cloths & Turkish Toweling | good for rinsing, prevents streaking |
| 7. Chamois Skins | excellent for drying, flexible for use in corners |
| 8. Sponges | good for cleaning, they are easy to squeeze and are flexible enough to get into corners |

REVIEW THIS CHART BEFORE YOU COVER IT AND GO ON TO THE QUESTION BELOW.

Match each type of cloth with its major use.

1. Chamois_____
2. Brushes_____
3. Sponges _____
4. Squeegee_____
5. Woven Cloths_____

A. Good for outside windows
B. Helps prevent streaking
C. Good for corner cleaning
D. Excellent for drying
E. Rinse windows fast, good for large windows

CHECK YOUR ANSWERS BY LOOKING BACK TO THE CHART AT THE TOP OF THIS PAGE

OBJECTIVE FOUR: YOU WILL BE ABLE TO DESCRIBE FIVE PROCEDURES YOU'D USE TO CLEAN WINDOWS ON THE INSIDE OF A BUILDING.

Whether you use a ladder, scaffold, or safety belt, you must follow some basic procedures for cleaning windows.

1. First, prepare your cleaning solution, and take your window cleaning tools and materials to the work area. Do not clean windows in the hot summer sun, because the windows will dry too fast, and streaks will appear on the windows. Wash heavily soiled windows several times and change rinse water frequently to reduce streaking.

2. Next, open curtains, shades, or shutters and clear the window sill of all materials. Remove the screen and clean it by vacuuming, brushing or washing. Clean window sill and frame by dusting or damp dusting.

3. Now begin to wash the window by applying solution to the window. Wash entire window surface and repeat several times if window is quite dirty. Use a continuous side-to-side motion.

4. Remove solution from the window with a squeegee. Use a figure-eight motion or a top-to-bottom motion when you squeegee. Remember to wipe the squeegee clean after each stroke.

5. Wipe water from the sill with sponge or rags.

You may vary the procedure above according to the window areas you clean.

REVIEW THE BASIC WINDOW CLEANING PROCEDURES ABOVE, THEN ANSWER THE QUESTION BELOW. REMEMBER TO COVER THE TOP PORTION OF THIS PAGE WITH A PIECE OF CARDBOARD OR PAPER BEFORE YOU ANSWER THE QUESTION.

---

List the five basic steps you'd use for cleaning windows.

1. _____

2. _____

3. _____

4. _____

5. _____

NOW CHECK YOUR ANSWERS BY LOOKING AT THE PROCEDURES OUTLINED ON THE TOP PORTION OF THIS PAGE.

OBJECTIVE FIVE: YOU WILL BE ABLE TO LIST THREE SAFETY RULES FOR EXTERIOR WINDOW CLEANING.

There are some special safety considerations you need to know before you clean exterior windows.(Refer to your manual for detailed instructions and diagrams.) The basics are the same as you'd use for cleaning interior windows, but read the special procedures below.

1. Inspect the safety belt. If there is any problem at all with the best, ropes, or hooks do not use it.

2. Adjust the belt and make sure there is NO slack in the belt. Make sure you have enough rope length to fully stretch your arms.

3. Prepare the window. Cover the sill area with a non-slip piece of carpeting and open window.

4. Hook up and go out of the window. Face the opened window and inspect the hooks (make sure they are firmly attached). Fasten hooks and carefully step out on window ledge.

5. Close the window and wash it. (Follow the same basic procedures you used for cleaning interior windows.)

6. Open washed window and re-enter. Unhook yourself carefully from the outside. Close the window and go to the next one.

7. Change the water often. Exterior windows tend to be dirtier than interior ones.

SPECIALTY WINDOWS

GLASS BRICKS--clean regularly and if very dirty, clean with a stiff bristle brush.

GLASS PARTITIONS AND DOORS--use solution in spray bottles for convenience.

---

NOW COVER THE INFORMATION ABOVE AND GO ON TO ANSWER THE QUESTION BELOW.

---

1. List three safety precautions you should use while you clean exterior windows.

1._____

2._____

3._____

**********

SUMMARY

In this UNIT you learned about techniques, procedures, and safety precautions of window cleaning. You learned about the specific materials, equipment, and cloths you'd use for window cleaning. You also learned about the advantages and disadvantages of specific window cleaning agents.

Review this UNIT and when you are ready, go on to the post-test on the next page.

**********

POST-TEST UNIT NINE--WINDOW CLEANING

1. List six materials and equipment you use for window washing.

_____ _____

_____ _____

_____ _____

2. Squeegees rinse fast and are excellent for cleaning large windows. TRUE OR FALSE

3. Ammonia softens water for window washing. TRUE OR FALSE

4. Which product below loosens dirt on windows?_____

A. Bluing
B. Water
C. Alcohol
D. Ammonia

5. List <u>three</u> <u>types</u> of window cloths you'd use for window cleaning or polishing.

_____ _____

_____

6. When it's cold outside, you can add alcohol to your water to prevent it from freezing as you clean windows. TRUE OR FALSE

7. You must wipe the squeegee clean after each stroke. TRUE OR FALSE

8. Brushes are commonly used for interior window cleaning. TRUE OR FALSE

9. Name <u>two</u> ways you can prevent smears and streaks while window washing.

_____ _____

10. Which material below is not recommended for drying or polishing windows?_____

A. Chamois
B. Paper towels
C. Soft clean rags
D. Stiff bristle brush

ANSWERS TO POST-TEST UNIT NINE--WINDOW CLEANING

1. List six materials and equipment you use for window washing.

Cleaning agent
Rags
Ladder/scaffold
Bucket or pails
Squeegee
Razor blade/scrapper
(OTHERS ARE BRUSH, SPONGE, SAFETY BELT, DROP CLOTHS)

2. Squeegees rinse fast and are excellent for cleaning large windows. TRUE

3. Ammonia softens water for window washing. TRUE

4. Which product below loosens dirt on windows? C

A. Bluing
B. Water
C. Alcohol
D. Ammonia

5. List three types of window cloths you'd use for window cleaning or polishing.

Chamois
Diapers
Paper towels
(OTHERS are rags, and woven materials)

6. When it's cold outside, you can add alcohol to your water to prevent it from freezing as you clean windows. TRUE

7. You must wipe the squeegee clean after each stroke. TRUE

8. Brushes are commonly used for interior window cleaning. FALSE

9. Name two ways you can prevent smears and streaks while window washing.

Change rags or cleaning materials frequently
Change water frequently

10. Which material below is not recommended for drying or polishing windows? D

A. Chamois
B. Paper towels
C. soft clean rags
D. Stiff bristle brush

UNIT TEN--CLEANING EQUIPMENT

BY: ELLEN R. SMITH

FOR: RENTON VOCATIONAL TECHNICAL INSTITUTE

1986

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# UNIT TEN--CLEANING EQUIPMENT

## OVERVIEW

In this UNIT, you'll learn about the care, cleaning, and maintenance of cleaning materials and equipment. You will learn why it's important to regularly clean and maintain your materials and equipment. You'll also learn how to properly store cleaning materials and equipment.

Work on this UNIT at your own pace, and ask your teacher if you need help. If you don't understand an idea, ask your teacher to help you. Do not continue in this UNIT if you are confused or don't understand an idea.

## RATIONALE

As a Cleaning Professional, one of your responsibilities is to maintain and clean your equipment and cleaning materials. Your employers have paid a lot of money for expensive equipment and supplies, and it's up to you to keep the supplies and equipment in good working condition.

## OBJECTIVES

1. You will be able to list three reasons why it's important to regularly clean and maintain cleaning equipment and materials.

2. You will be able to list five important tips on the upkeep of cleaning materials and equipment.

3. You will be able to describe the proper techniques you use for the maintenance and cleaning of rags, sponges, pads, and polishing pads.

4. You will be able to describe three steps you'd follow to maintain mops, brooms, brushes, and pails/buckets.

5. You will be able to list five steps you'd follow to maintain floor care equipment.

PRE-TEST FOR UNIT TEN--CLEANING EQUIPMENT

1. It's OK to use a broom or brush while wet. TRUE OR FALSE

2. When cleaning rags become greasy, what should you do?_____

A. Launder them
B. Air them out
C. Soak them in bleach
D. Throw them away

3. How should you store a dust mop?_____

A. Flat on the floor
B. Hang it up, head down
C. In a plastic bag
D. In a paper bag

4. How often should you clean your cleaning supplies and materials?_____

A. Once a month
B. Once a week
C. Twice a year
D. Each time you use them

5. Which method below should you use to clean sponges, pads, and slightly soiled rags?_____

A. Rinse and wring them several times in clean water
B. Shake them vigorously
C. Let them dry, then vacuum them
D. Scrub them with a brush

6. You should never use a disinfectant while cleaning the tank of a wet pick-up vacuum. TRUE OR FALSE

7. Which method below is not used to clean a dust mop?_____

A. Vacuum it
B. Shake it vigorously
C. Wash it thoroughly
D. Soak it in abrasives.

8. List three steps for proper care of a carpet sweeper or vacuum cleaner.

1._____

2._____

3._____

9. You should inspect equipment for loose parts after each use. TRUE OR FALSE

10. The bristles on a broom will wear evenly if you_____.

A. Store it properly
B. Rotate it while using it
C. Wash it thoroughly after using
D. Brush it after each use

ANSWERS TO PRE--TEST FOR UNIT TEN-CLEANING EQUIPMENT

1. It's OK to use a broom or brush while wet. FALSE

2. When cleaning rags become greasy, what should you do? D

A. Launder them
B. Air them out
C. Soak them in bleach
D. Throw them away

3. How should you store a dust mop? B

A. Flat on the floor
B. Hang it up, head down
C. In a plastic bag
D. In a paper bag

4. How often should you clean your cleaning supplies and materials? D

A. Once a month
B. Once a week
C. Twice a year
D. Each time you use them

5. Which method below should you use to clean sponges, pads, and slightly soiled rags? A

A. Rinse and wring them several times in clean water
B. Shake them vigorously
C. Let them dry, then vacuum them
D. Scrub them with a brush

6. You should never use a disinfectant while cleaning the tank of a wet pick-up vacuum. FALSE

7. Which method below is not used to clean a dust mop? D

A. Vacuum it
B. Shake it vigorously
C. Wash it thoroughly
D. Soak it in abrasives.

8. List three steps for proper care of a carpet sweeper or vacuum cleaner.

1. Dust with a damp cloth

2. Empty after each use

3. Clean wheels and brushes (also Keep tank clean)

9. You should inspect equipment for loose parts after each use. TRUE

10. The bristles on a broom will wear evenly if you B.

A. Store it properly
B. Rotate it while using it
C. Wash it thoroughly after using
D. Brush it after each use

OBJECTIVE ONE: YOU WILL BE ABLE TO LIST THREE REASONS WHY IT'S IMPORTANT TO REGULARLY CLEAN AND MAINTAIN CLEANING EQUIPMENT AND MATERIALS.

There are several reasons why you should keep good care of your cleaning equipment and materials.

1. Clean materials look better.
2. Clean materials are sanitary.
3. Clean and maintained equipment and materials are safe.
4. Clean and maintained materials and equipment will last a long time. You will save your employer money, since expensive equipment will last longer.

---

OBJECTIVE TWO: YOU WILL BE ABLE TO LIST FIVE IMPORTANT TIPS ON THE UPKEEP OF CLEANING MATERIALS AND EQUIPMENT.

---

Below are seven basic points you should remember as you clean and maintain your cleaning equipment.

1. Red tag and report equipment that is in need of repair. Tell your supervisor as soon as you notice a problem.
2. If possible, replace equipment that is faulty. Ask your supervisor about using a replacement machine while the other one is being repaired.
3. Follow the manufacturer's instructions for operation and maintenance of all materials and cleaning equipment.
4. Inspect your cleaning equipment regularly.
5. Keep all your equipment clean. Clean after each use.
6. Store all cleaning materials and equipment in the proper place and in the proper way.
7. Use your equipment and products only for their specified use. Do not try to use a machine for something it was not designed to do.

REVIEW THE CLEANING AND MAINTENANCE INFORMATION ABOVE. THEN GO ON TO ANSWER THE QUESTIONS BELOW. COVER THE LISTS BEFORE GOING ON.

---

1. Which reason below was not mentioned as a reason for cleaning and maintaining equipment and cleaning materials?_____

A. Cleaned equipment and products will last longer.
B. Cleaned equipment is a safety hazard.
C. Cleaned equipment is sanitary.
D. Cleaned equipment looks nicer.

2. What should you do if you notice that something is wrong with a cleaning machine?

_____

3. You don't need to clean equipment every time you use it. TRUE OR FALSE

CHECK YOUR ANSWERS BY LOOKING AT THE TOP PORTION OF THIS PAGE.

OBJECTIVE THREE: YOU WILL BE ABLE TO DESCRIBE THE PROPER TECHNIQUES YOU USE FOR THE MAINTENANCE OF CLEANING RAGS, SPONGES, SQUEEGEES, PADS, AND POLISHING PADS.

Read the chart below to learn about ways to care for some of the common cleaning materials you'll use.

| CLEANING MATERIAL | CARE INSTRUCTIONS |
|---|---|
| 1. Rags | 1. Throw away ones that are very greasy. Launder other rags. (greasy rags are a health and safety hazard)<br>2. Shake loose dust off.<br>3. Rinse in clean water several times. |
| 2. Sponges | 1. Rinse thoroughly in clean water.<br>2. Soak in DSD solution.<br>3. Squeeze them, but don't wring.<br>4. Rinse until water is clear.<br>5. Squeeze out as much water as you can.<br>6. Dry in a suspended wire basket and store in a dry place. |
| 3. Squeegee | 1. Rinse in clean water after each use.<br>2. Wipe dry.<br>3. Store in a cool dry place with blade up (replace blade as necessary) |
| 4. Pads | |
| Stripping | 1. Rinse pad with clean water.<br>2. Shake dry and store on a flat surface. |
| Wool (Polishing) | 1. Wash in warm detergent.<br>2. Rinse in warm water.<br>3. Shake and put back on tool. |
| Nylon Abrasive | 1. Flush with water.<br>2. Brush off dirt.<br>3. Let dry. |

STUDY THIS LIST CAREFULLY THEN COVER IT AND ANSWER THE QUESTIONS BELOW.

1. What should you do with rags that are very dirty?

_____

2. How should you dry sponges?_____

3. Should the squeegee be stored with the blade up or down?

4. How should you remove dirt from an nylon abrasive pad?

_____

CHECK YOUR ANSWERS BY LOOKING BACK TO THE TOP OF THIS PAGE.

OBJECTIVE FOUR: YOU WILL BE ABLE TO DESCRIBE THREE STEPS YOU'D FOLLOW TO MAINTAIN MOPS, BROOMS, BRUSHES, AND PAILS.

Read the chart below to learn how to maintain and clean mops, brooms, brushes and pails.

| EQUIPMENT | CLEANING INSTRUCTIONS |
|---|---|
| 1. Mops | |
| Dust Mop | 1. Do not use to mop liquids.<br>2. Shake after each use or vacuum. (Remember to shake in a waste container.)<br>3. Store by hanging up with mop head down. |
| Wet Mop | 1. Soak new mop for awhile.<br>2. Replace worn mop heads.<br>3. Never let mop sit in cleaning solution except while using it<br>4. After using mop, wash in detergent-disinfectant.<br>5. Rinse in hot water then the last rinse should be in cold water.<br>6. Wring mop, but don't twist.<br>7. Cut loose strands.<br>8. Store in an airy place with mop head off floor. |
| Floor Finish Mop | 1. Follow directions for wet mop,but do not use detergent or soap.<br>2. Use only clean water. |
| 2. Brooms and brushes | 1. Rinse in clear,cold water.<br>2. Shake out.<br>3. Clean with lukewarm cleaning solution.<br>4. Let dry with bristles straight.<br>5. Do not use a wet broom (it softens the bristles and causes the broom to lose form).<br>6. For even wear, rotate broom while using.<br>7. Store broom or bristles facing up-never store on the bristles. |
| 3. Pails | 1. Clean & empty after each use.<br>2. Regularly clean with an abrasive pad.<br>3. If using a metal pail do not use acids for cleaning.<br>4. Inspect pails for dents or holes. |

REVIEW THE CHART ON THE PREVIOUS PAGE BEFORE YOU TRY TO ANSWER THE QUESTIONS BELOW.

1. Pails need to be cleaned after each use. TRUE OR FALSE

2. You should always store brooms and brushes with the bristles

_____

A. facing up B. facing down

3. Why shouldn't you use a wet broom?

_____

4. You should never use detergents to clean wet mops. TRUE OR FALSE

5. It is OK to vacuum dust mops. TRUE OR FALSE

6. You should never use detergemts to clean floor finish mops. TRUE OR FALSE

NOW CHECK YOUR ANSWERS BY LOOKING BACK TO THE PREVIOUS PAGE.

OBJECTIVE FIVE: YOU WILL BE ABLE TO LIST FIVE STEPS YOU'D FOLLOW TO MAINTAIN FLOOR CARE EQUIPMENT.

Below is a chart that depicts the care and maintenance instructions for vacuum cleaners and floor care machines.

| EQUIPMENT | CARE INSTRUCTIONS |
|---|---|
| REMEMBER TO UNPLUG ALL ELECTRICAL EQUIPMENT BEFORE CLEANING | |
| Floor machine | 1. Disconnect machine and remove brushes.<br>2. Clean brushes, then store them.<br>3. Rinse the underside of machine.<br>4. Rinse and flush tanks and feed lines after each use.<br>5. Polish the machine and store in its place. |
| Vacuum Cleaner--DRY | 1. Replace or empty bags as necessary.<br>2. Remove hose from machine when not in use.<br>3. Clean machine after each use.<br>4. Comb bristles on brushes underneath vacuum.<br>5. Clean wheels.<br>6. Store in its proper place.<br>7. Only use for dry vacuuming.<br>8. Inspect regularly. |
| Vacuum Cleaner--WET | 1. Follow the manufacturer's instructions for cleaning.<br>2. Keep clean and regularly inspect all parts |

REVIEW THIS CHART CAREFULLY, THEN COVER AND ANSWER THE QUESTIONS BELOW.

1. You should clean and inspect your floor care equipment after each use. TRUE OR FALSE

2. If you are going to be using the floor machine the next day, you don't need to empty the tanks. TRUE OR FALSE

3. You should flush the feed lines after each use. TRUE OR FALSE

NOW CHECK YOUR ANSWERS BY LOOKING BACK TO THE CHART ABOVE.

**********

SUMMARY

In this UNIT you learned why you need to clean and maintain the equipment and materials you use. You learned some basic cleaning and maintenance procedures, and you learned some specific techniques you'll use for cleaning equipment and materials. Look back over the charts in this unit before you go on the the post-test. When you are ready, go on to the post-test on the next page.

**********

POST-TEST TO UNIT TEN--CLEANING EQUIPMENT

1. Should mops be hung with the head up or down?_____

2. List two reasons why you should regularly clean and maintain your cleaning materials and equipment.

1._____

2._____

3. Saving greasy or heavily soiled rags are a safety hazard. TRUE OR FALSE

4. It's best to dry sponges in a suspended wire basket. TRUE OR FALSE

5. Which of the following is not true if you use a broom while wet?_____

A. It will soften the straw
B. It will lose shape or form
C. It will make the straw brittle

6. It's recommended that you regularly clean pails with an abrasive pad. TRUE OR FALSE

7. You should provide regular and systematic inspections of your cleaning materials and equipment. TRUE OR FALSE

8. It's not necessary for you to regularly clean the brushes on the bottom of a vacuum cleaner. TRUE OR FALSE

9. Should squeegees be stored with the squeegee blade up or down?
_____

10. You should soak floor finish mops in detergent then rinse thoroughly. TRUE OR FALSE

ANSWERS TO POST-TEST TO UNIT TEN--CLEANING EQUIPMENT

1. Should mops be hung with the head up or down? down

2. List two reasons why you should regularly clean and maintain your cleaning materials and equipment.

1. The materials and equipment will last longer.

2. The materials and equipment will look better.

3. Saving greasy or heavily soiled rags are a safety hazard. TRUE

4. It's best to dry sponges in a suspended wire basket. TRUE

5. Which of the following is not true if you use a broom while wet? C

A. It will soften the straw
B. It will lose shape or form
C. It will make the straw brittle

6. It's recommended that you regularly clean pails with an abrasive pad. TRUE

7. You should provide regular and systematic inspections of your cleaning materials and equipment. TRUE

8. It's not necessary for you to regularly clean the brushes on the bottom of a vacuum cleaner. FALSE

9. Should squeegees be stored with the squeegee blade up or down? UP

10. You should soak floor finish mops in detergent then rinse thoroughly. FALSE